

press release

Standard Chartered's Video banking service goes live in Kenya

Nairobi Tuesday 16 May 2017 – Standard Chartered Bank today unveiled Video and Chat Banking service in Kenya following the successful roll-out of the service in Asia. The service allows clients to connect with banking agents via a secure video connection – or through chat or audio channels. Following the launch, the service is now available to more than five million clients across Africa, Asia and the Middle East.

Speaking during the launch, Lamin Manjang CEO Standard Chartered Kenya & East Africa disclosed that the Video Banking service is part of Standard Chartered Bank's USD 1.5 billion investment in technology package announced last year. The funds will be used to upgrade the Bank's technology and systems over the coming three years, including investments in regional client Contact Centres.

"Standard Chartered is constantly innovating to bring easy, convenient banking to clients. We have reached another milestone today with the launch of Video banking which will transform the way we deliver client service," said Mr. Manjang.

Under the investment package the Bank has already introduced in Kenya a Mobile Banking app, Retail Workbench- an iPad-based digital sales and service tool, a new online banking platform and fingerprint log-in technology.

"Video banking is about giving our clients more choice and more convenience. Now you don't have to come to a branch to talk to somebody face-to-face. We are investing in technology that makes banking secure, simple and personal for our clients," said Mr Manjang.

Video Banking will be available to all clients via the Bank's website between Monday to Friday, 9.00am-6.00pm. Among the new services on the channel is the Information-sharing capability which allows Call Centre agents to upload and share with clients' forms and other

documents. The Bank will upgrade the service in the second phase to make it available through mobile devices. The upgrade will also enable Priority Banking clients to use video banking to consult “face-to-face” with investment advisors to explore new wealth management opportunities.

Said Mr Manjang: “We will continue to review call patterns and demand and align our operating hours over time.”

Standard Chartered has won numerous awards locally and globally for its continued investment in digital solutions. Last month, the Bank won the “Industry Disrupter Award” at the Chief Digital Officer (CDO) Conclave. Last year Standard Chartered was also named “The World’s Best Consumer Digital Bank” by Global Finance for the sixth consecutive year and “The Best Regional Consumer Digital Bank for Middle East & Africa” by the same magazine for the fifth consecutive year.

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Standard Chartered

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