

2021 AGM QUESTIONS

QUESTION	ANSWER
<p><u>SHARES</u></p> <ul style="list-style-type: none"> - Why was the issued and paid up share capital increased during the year and what effect does that have on the members share value? - Are members also required to mobilize more share capital beyond the minimum of Kes. 40,000? - Shares above Kes. 40,000 (the minimum mandatory shares) be availed for allocation by members. 	<ul style="list-style-type: none"> - The Issued share Capital increased because we have new members joining in and paying up for their membership and existing members willingly increasing beyond the minimum Kes 40,000. The effect on the members' share value is that the SACCO gets more Core Capital hence the SACCO is more stable, which means at the medium and long term the members' share value, will increase and strengthen the financial base. - Yes, members are welcome to go beyond the minimum Kes. 40,000 to invest in their Sacco & earn more dividends. - Share capital is not refundable but transferable. This is because they form part of the core capital, which is mandatory for all Sacco members to have. The member can sell excess shares above Kes.40, 000 to any other member.

<ul style="list-style-type: none"> - Why should one continue being deducted upon stopping share contribution then be refunded via BOSA account other than stopping from onset? - When I was introduced, I was told to have a minimum share of 40,000 kindly what is maximum share can someone have? And can I use the share deposit to acquire a loan? - Can someone transfer shares from another SACCO previously owned? - What is the main reason to maintain shares at a constant rate at Kes. 40,000 among members. 	<ul style="list-style-type: none"> - This can be reimbursed to your FOSA Account if it is an erroneous deduction. Please reach out to us on SACCOCreditTeam@Safaricom.co.ke - The maximum number of shares is one fifth of the cumulative shares in the Sacco per individual. No, you cannot borrow against shares. - This is possible especially when you are transferring your membership from one Sacco to the other. - You can own more than the stipulated number of shares of Kes.40, 000. Previously, the members requested to have their shares refunded as a result of investing in the office block.
<p><u>RETURNS</u></p> <ul style="list-style-type: none"> - What plans do we have as a Sacco to make sure that we 	<ul style="list-style-type: none"> - The Sacco has reviewed its loan products to be more attractive and increase our Loan Book, we also urge our members to pay their loans on time and as per contract

<p>improve on the percentage allocated to rebates?</p> <ul style="list-style-type: none"> - Can Edwin Kamar's reaction (referring to previous AGM Minutes) on why other Sacco's were paying better returns to their members' investments be addressed conclusively? - Can someone who deposits less than 3k a month qualify for rebates? - I missed my rebates just because of Kes.6 and it was not my fault. I feel justice should be done for 	<p>to reduce the Portfolio at Risk and increase return to members.</p> <ul style="list-style-type: none"> - We also urge members/ guarantors to assist with debt collection of members with loan arrears. We have also collaborated with suppliers for value addition products to increase the revenue generated from these partnerships. - We intend to motivate the 50% of membership who do not borrow with more captivating products that will be a win-win situation. - As highlighted in the chairperson's speech and treasurer's report, the Sacco is yet to comply with minimum SASRA ratios. This means that the Sacco has to retain more money to build the institutional capital. This affects the distribution to members. - For the year 2020, yes this was made possible due to the pandemic impact on our members. However, the minimum threshold is Kes.30, 000 per year in order to earn rebates. - A member should contribute at least Kes. 3,000 per month totalling to Kes. 36,000. The Sacco however gives an allowance of two
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<p>me to get my Kes.19, 000/ 2019 Rebates.</p> <ul style="list-style-type: none"> - When will the rebates/dividends for year 2020 be updated? - Do self-help group also get dividends? - Please explain to the members the relationship between the target to meet statutory ratios and the rebates rates declared? - What is the rebates outlook post achieving the institutional capital ratio? 	<p>months for members hence to Kes.30, 000. Therefore the cut off is strictly Kes. 30,000 for year 2019 to earn rebates.</p> <ul style="list-style-type: none"> - Immediately members approve the rate. - Self-help groups, Chamaa accounts earn dividends on shares but do not earn rebates, as the account is a transactional account. However, they are entitled to borrow up to 5 times their savings. - Institutional Capital should be 8% to total assets and this means the Sacco has to reserve some surplus to attain the same. Rebates is payable from Distributable Surplus and hence before the Sacco attains the minimum 8% more than the required 20% has to be retained hence reducing amounts to be distributed to members as rebates. - We foresee achieving 10%.
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<ul style="list-style-type: none"> - How long does the Sacco expect to take to meet all the ratios? - What are the main points affecting the rebate rate? - What would need to change for this rate to increase? - From the board's perspective, what do they consider would be the optimal and sustainable rebate return when all internal and external factors are considered? 	<ul style="list-style-type: none"> -Except for ICA, which is at 6% compared to the minimum expected of 8% all other statutory requirements, ratios have been met. We foresee closing ICA this year 2021. -Income, Operational Expenses, ICA, Loan Provisioning due to loan default. -More Loan uptake to increase our Interest income, More Member recruitment for better uptake of our loan products, Well paid Loan book, Managing all expenses, Meeting the required ICA. -10% is sustainable however Sacco may reach up to 13% if we achieve ICA ratios, Increase loan uptake and members pay their loans as per contract to reduce PAR.
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<p><u>CUSTOMER SERVICE.</u></p> <ul style="list-style-type: none"> - We still have an issue on your Customer service, we have so many calls going unanswered, what plans do we have to rectify this? 	<ul style="list-style-type: none"> - Implementation of an IVR System with a centralised customer service function. - Implementation of a CRM and chatbot Solution that is currently on the budget line for FY2021 to improve on TAT for services and loan disbursements. - Dedicated personnel/ customer service lines. - Increased channels for accessibility-Tawk & customer relations with 1h SLAs - Review of internal SLAs to increase TAT.
<p><u>COVID-19 PANDEMIC</u></p> <ul style="list-style-type: none"> - Due to the current economic hardship and severe financial crises affecting people's livelihoods, it has become difficult for me to remit both savings on monthly basis forcing me to repay my loan and miss remitting normal savings for some months for a while. Could this action deny me dividends/rebates? 	<ul style="list-style-type: none"> - Covid -19 pandemic touched and affected all lives and we empathise with every member who got affected. We run the Jitokeze campaigns to extend a hand and reschedule loan repayments through moratoriums. - As per our 2020 rebates, policy you will be in a position to earn your rebates but the loan and deposits arrears will be recovered from the rebates / dividends earned.

<ul style="list-style-type: none"> - Please detail the impact of Covid-19 as was raised on page 4 (FY2019 annual report) by Dr. Harry. Has the strong financial base allowed the Sacco to weather the storm? - I am speaking on behalf of many. COVID-19 came and it hit businesses hard. The year is still slow for most of us who are in business. For those who have defaulted their loans, can the interests be waived especially last years? 	<ul style="list-style-type: none"> - The Sacco remained resilient throughout the year and was able to report impressive results. This was backed up by the robust ICT system that enabled members to interact with the Sacco seamlessly. However, some members were affected by the pandemic and were unable to service their loans thus affecting the PAR. - We understand that 2020 was a tough year however; we are open for discussions with the affected members on a repayment plan going forward. Unfortunately, we will not waiver the interest charged against the loan accounts. The affected members can share their requests through Sacco credit team for account analysis and feedback.
<p><u>LOAN-QUALIFICATION</u></p> <ul style="list-style-type: none"> - I have not completed paying my first loan but In need of taking the second loan to complete the first loan since my normal savings is above the loan to be taken. Can this request be possible or not? 	<p>We have to evaluate your account performance as well as your eligibility to be able to give you tailored feedback, kindly drop an email to saccocreditteam@safaricom.co.ke and briefly explain your request, one of us will call you and guide on the requirements for evaluation and feedback.</p>

<ul style="list-style-type: none"> - Why does the Sacco run loan consolidation as a promotional product? I have tried to apply and I have always never qualified! - Why does CRB affect credit rating in the Sacco when one must still get guarantors to access loans is it not punitive? - A bit of concern on the time taken to approve loans mainly done online please check on this also a recommendation to at least add another office in Maybe Nakuru. - Temp staff are much disadvantaged with the three years loan repayment periods. 	<ul style="list-style-type: none"> - The loan consolidation product is always a product that is open to members up to 5 times savings. Consolidation is a promotional product to minimise risk and regularize cash flow. Terms & Conditions apply for all loan products & services. - Credit rating is vital when taking or considering taking up a loan. This helps every financial institution look at the credit history of any member and to also caution future guarantors and Sacco's funds. We also offer solutions to getting your credit history ratified by buying off historical debt or regularizing the payments for a period of time . - We have revised our SLAs on loan approvals & disbursements to 5 days for long term loans & 1 Day for short term loans. - Loan Terms & Conditions Apply for members on contractual basis.
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<p>Make it 5 years so long as the individual has ability to repay. (Saf temp staffs)</p> <ul style="list-style-type: none"> - At the time I joined the Sacco, I was a Safaricom employee so no guarantor on my profile. Can someone get a loan without having a guarantor, assuming I have enough deposit? - Do rates of interest change with time, on loans or deposits - Can someone acquire a property loan if you have an existing development loan? e.g. I need a car? - My question is, those who are not able to access online loan services what are you doing about it because some members don't have access to computers or even a smart phone. For example at my station Instarect Ltd. How do you 	<ul style="list-style-type: none"> - Yes, you can borrow within your savings /deposits. We also allow you to bring in collateral if you borrow above your savings. Collaterals include: Title Deeds & Logbooks. - Not at all, the interest rates are constant and do not fluctuate like those in the banks. - Yes you can have multiple loans as long you qualify for the same and within the one third rule. You can take a car loan with the sacco. Please reach out to saccocreditteam@safaricom.co.ke - They can apply manually through ordinary application forms.
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<p>plan to help such people when It comes to loan applications?</p> <ul style="list-style-type: none"> - Why do we require bank statements while applying for a loan, what happens to members maybe whose transactions are mostly on mpesa or other such platforms? - You make it so hard for diaspora members to apply for loans .Why? I have tried twice and failed. 	<ul style="list-style-type: none"> - The Bank statements are important in vetting if a member actually qualifies for the loan. We also accept M-Pesa statements on a case by case basis. - The requirements are KYC requirements that are in line with the policy for purposes of safeguarding stakeholder's funds. The main challenge with diaspora clients is the repayment mode where majority of diaspora banks do not allow bank-to-bank transfers with our local banks. There is a proposal to set up an interface for our diaspora clients to our NCBA account, which is still being worked on by our ICT Department. Every diaspora client is handled uniquely depending on the country of residence. Kindly raise the exceptions that you need to saccocreditteam@safaricom.co.ke for your case to be reviewed and you will be advised accordingly.
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<ul style="list-style-type: none"> - I have a problem with the Loan Appraisal process. I have been a member for 12 years. Repaid all my loans promptly. I have no loan as it stands. I recently applied for a loan but the appraisal requirements listed didn't make sense at all. Yet on my deposits alone, I can guarantee almost 50% of the loan. The rest was guaranteed by my valuable guarantors promptly. With the unreasonable asks, I am now looking to borrow elsewhere which makes me question why then am I a member of the Sacco? 	<ul style="list-style-type: none"> - The loan requirements are in line with the credit policies and procedures, which have been put in place for purposes of verifying the members' identity, verifying the income and ascertaining its sustainability for purposes of protecting the stakeholder's funds from potential loss.
<p><u>LOAN-DEBT COLLECTION</u></p> <ul style="list-style-type: none"> - What is the role of debt collectors if we have people we have guaranteed loans and left Safaricom and are employed in other institutions but not paying up their loan obligations, why aren't they being followed up? 	<ul style="list-style-type: none"> - We have official debt collectors who assist the internal collection team follow up on all difficult cases. Guarantors are requested to assist follow up on guaranteed loans and also avail information to saccocreditteam@safaricom.co.ke that might assist in making follow-ups.

<ul style="list-style-type: none"> - Please give analysis of defaulters' in terms of Safaricom staff and non-Safaricom staff? - Is it not the case that all loans are secured by guarantee? How then do we end up with such amounts of default and are we not realizing the guarantees? - I delayed to pay my app loan and you deducted from my savings. I later learned that I am not eligible for rebates for this year .Kindly elaborate on this. - How long is one blacklisted for Kona advance and or mobile loans? 	<ul style="list-style-type: none"> - This information was availed in the last 2019 AGM by the treasurer where analysis was based on members on common bond vs individual members and default was more on individual members. - The Sacco continues to follow up on defaulted loans through an internal collections team, external debt collectors, auctioneers and lawyers to avoid overburdening guarantors with guaranteed loans. Realizing loans from guarantors' deposits is considered as a last resort where defaulted loans is rolled over to guarantors. - Mobile loans are supposed to be paid via mpesa paybill. When it's defaulted, the same is recovered from deposits and blacklisted. Financial year 2020 rebates policy stipulated that any recovery from deposits must be compensated back to deposits. - Kona loan is blacklisted due to default which results to recovery of the loan from deposits. A member must pay back the amount recovered from deposits to be manually removed from blacklist.
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<ul style="list-style-type: none"> - My concern goes to the credit collection team. Why is it that when a member is not able to pay the loan or has defaulted they rush to the guarantor's account and try to recover the funds while they have not pursued the member for any attempt to recover the loan? - I have the loan which i was not paying for in the year 2020 after COVID- 19 coz i lost my job. Now I am working and i have started repaying my loan. Why should you send my name to CRB ,and am paying my Loan? - Why are your staff reluctant on following defaulted loans? Where are debt collectors and if they are there, what is their role? Am a victim and I even came to the office and told your staffs I know where the defaulter resides only for them to tell me 	<ul style="list-style-type: none"> - The Sacco continues to follow up on defaulted loans through a dedicated internal collections team, external debt collectors, auctioneers and lawyers to avoid overburdening guarantors with guaranteed loans. Realizing loans from guarantors' deposits is considered as a last resort where the defaulted loans are rolled over to guarantors. - Members are encouraged to report to the Sacco in the event their financial position is affected. The Sacco continues to support members affected by Covid. Members affected are advised to liaise with Saccocreditteam@safaricom.co.ke for advice. - The Sacco continues to follow up on defaulted loans through a dedicated internal collections team, external debt collectors, auctioneers and lawyers to avoid overburdening guarantors with guaranteed loans. Realizing loans from guarantors' deposits is considered as a last resort where the defaulted loans are rolled over to guarantors.
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<p>there is nothing they can do. Kindly address this?</p> <ul style="list-style-type: none"> - Given the increasing rates of Loan Defaulters and Amounts Spent on Debt Collectors, to what extent are these loans insured? Why don't we look at ways of guaranteeing loan repayments without having to spend more following up on them yet we still don't manage to collect all? Have we considered Sacco Insurance? Please expound on this. - Issue of recovering loans from deposits and then blacklisting the member is not a viable solution; once the loan is recovered, the member should be whitelisted immediately. - I don't think the office are following defaults, as it should be. I guarantee someone who 	<p>Guarantors are requested always keep in check guaranteed loans and to assist the Sacco in making follow-up to guaranteed loans.</p> <ul style="list-style-type: none"> - Member's loans are insured against death and total permanent disability. The Insurance does not cover defaulted loans. We are however exploring options to see whether member's loans can be insured against loss of employment. - Kona loan is blacklisted due to default, which results to recovery of the loan from deposits. Recovery from deposits is an indicator of the member's inability to pay mobile loans thus blacklisting. A Member must pay back the amount recovered from deposits to be manually removed from blacklist. - Kindly liaise with saccocreditteam@safaricom.co.ke for a follow-up on this case.
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<p>works at Equity Bank and even after sharing the information on his working status the office are still deducting me. This shows the office are no doing their work.</p>	
<p><u>MORTGAGE.</u></p> <ul style="list-style-type: none"> - Advise status of KMRC joining and which members would be eligible within the partnership - The options open for members to borrow long term mortgage loans to finance building of homes if they do not qualify for KMRC due to age restriction at interest rates of 8%. Or is the loan accessible to anyone despite the age? - Are there any mortgage companies/institutions or real estate companies that the Sacco can recommend to members? 	<ul style="list-style-type: none"> - KMRC is operational. The Sacco launched two mortgage products for purchase of ready houses and construction. Members earning less than Ksh.150, 000 per month are eligible to get loans of up to Kshs. 4 Million repayable in 25 years. - The age is not a restriction only the earning below 150K. However , should you earn more than the requirement by the government , the Sacco has tailored a product for you named Ustawi Loan that enables you qualify for the product . - Yes , we currently have Safaricom Pension & Safaricom Investment Cooperative and are looking to bring in more companies .

<ul style="list-style-type: none"> - Happy to learn that members can now access mortgage financing at 9%. Is it possible for members to transfer existing facility from other banks? - About mortgage financing, what are the requirements and for example I want 5m what shares should I have? - You used to purchase plots and lands for members to own a home. what happened in 2020? - Can the Sacco offer Construction mortgage for members? My understanding is that the only available Construction mortgage, (Faraji), is available for members earning less than Kes. 150,000. 	<ul style="list-style-type: none"> - Yes, this is possible as long as you meet all the desired requirements for the 9% Mortgage. Please reach out to the credit team saccocreditteam@safaricom.co.ke. - The Mortgage product details can be found in our website www.safaricom sacco.com You require 5 times savings . - The year 2020 has been a slow one , the Sacco is focused on other areas of interest as we aim to sort out pending land issues. - This is currently under review on the Ustawi Mortgage for members who earn Kes.150,000 & above. The Faraji one is issued by the government for affordable housing.
<p><u>FINANCIALS.</u></p> <ul style="list-style-type: none"> - Poor or no office or bank like services front office loosing even revenues? 	<ul style="list-style-type: none"> - The Sacco has provided other more convenient and safe avenues for members to access funds at better rates than FOSA and flexible for members.

<ul style="list-style-type: none"> - What is the industry's average operating expenses to revenue ratio and what is our ratio? - Given that we have saved some money in AGM costs, is there a plan to pass this savings to members? - From what was said, seems the best way to improve our performance is to get member borrowing significantly higher. The traditional approaches to do this have not worked as much. For the board, what alternate strategies have been tried? - Kindly clarify core capital and institutional capital. 	<ul style="list-style-type: none"> - The Industry Average Operating Expenses to Revenue is 30%. The Sacco is at 32%. - At the end of every financial year, there is distributable surplus that is pushed to members. The surplus is normally from excess revenue when other expenses and reserves are done. - 50% of our members have not borrowed with us and hence the Management revised our loan products to be more competitive to ensure our members make the Sacco their one stop Partner. With the improved Mortgage loan we expect a higher uptake of same. - Core Capital is the measure of the Sacco's Financial Strength(Share Capital and Retained earnings) Institutional Capital is basically the Sacco's Special Reserves from Surplus(Retained or Appropriation Reserves)
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SACCO EXPENSES.

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| <ul style="list-style-type: none"> - Why do we have honoraria for management increasing year on year while dividends and rebates remain stagnant? - Most of the expenses listed are fetish in nature from the books of accounts presented. They need to explain what is this software and development expense that went up 500% from 4million to 19millions; - There were office expenses while these people have not been in office for 11 months and 13days?! - We used 1million plus for debt collection😬😬 how much was repatriated after that expense? | <ul style="list-style-type: none"> - During the year 2020, the Sacco is proposing to distribute a total of Kes. 450.7m as dividends and rebates compared to Kes 360.2 M in 2019, an increase of 25%. - The Sacco acquired a new system in November 2019. The system's servers are hosted by Safaricom Plc who are also contracted by the Sacco to provide 24/7 monitoring.
This Cost includes Monthly Server Hosting, Annual Software maintenance,Cyber Security and monitoring @ Kes.1.2m per month. - This was provision of data facilitation for staff while working from Home. - Debt collection fees are usually a percentage of amounts collected from the defaulters. It is usually 12% of the amount, working backwards the total amount |
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<p>or board travel to where and to do what in the middle of COVID-19 and travel advisories and lockdown.</p> <ul style="list-style-type: none"> - All these expenses are aimed at reducing the profit and in return reducing the amount paid for dividends and Rebates. - If you the board on behalf of members can request and table evidence of payment vouchers, invoices and receipts to some of the expenses highlighted in the books of accounts for this to make sense. - How much does it cost to have such an AGM compared to the previous AGMs. Have we saved something on this digital annual general meeting. 	<p>some roles efficiently and or serve customers on need basis where physical meetings are needed.</p> <ul style="list-style-type: none"> - The SACCO has aimed at efficient cost management which is guided on the budget to ensure our members are served well, funds are well safeguarded by ensuring our Core Banking system are well secured to prevent both internal and external intrusion. - External auditors have audited our books of accounts where support documents have been provided sufficiently. The auditors in their report have confirmed that they were provided with all necessary information in arriving at their opinion. - Yes we have. We intend to make this the norm and will publish the financials in our FY2021 report.
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<p><u>REMUNERATION & ALLOWANCES</u></p> <ul style="list-style-type: none"> - Page 8 of the minutes noted the Governance audit covered more on human resources, which revealed a high attrition in the preceding year. What was the actual attrition rate and what was the benchmark to define it as high? - I have unconfirmed information that there are staff getting better salaries than others yet they are on the same job band. Some are getting double the salaries? - The board sitting allowance is so high and based on the current status they need to change. 	<ul style="list-style-type: none"> - The high attrition was due to the unattractive remuneration packages, which was harmonized. The benchmarking was done and salaries harmonized accordingly for staff. As per Chairman's report FY2020, the high staff turnover was at its lowest in the year 2020. - This information is not accurate as there is a HR policy in place, which stipulates the minimum salary for each job grade. - The Board Sitting allowance is benchmarked to current market standards.
<p><u>INVESTMENTS.</u></p> <ul style="list-style-type: none"> - Is your I.T budget substantial enough to propel immense growth? What is the percentage return on investment? Also do 	<ul style="list-style-type: none"> - Yes, the budget is sufficient to propel growth. We intend to diversify our portfolio to increase investments that generate more revenue.

<p>you have plans to venture into Fintech as opposed to brick and mortar business?</p> <ul style="list-style-type: none"> - What is the investment philosophy, too much reliance on safe assets for 2020 	<ul style="list-style-type: none"> - The members voted this as a resolution during the 18th AGM.
<p><u>OFFICE BLOCK.</u></p> <ul style="list-style-type: none"> - The land that the SACCO procured a while back to develop, what became of it? It was deemed too small for the office development. What is the way forward? - There is a projected 2M for office facelift. What does it involved and which specific offices are these being face lifted given that they are already hosted at Safaricom premises. 	<ul style="list-style-type: none"> - Members resolved in 2019 that the amount contributed towards the office block development be refunded. Thus, the project did not continue and the Sacco is holding the plot as an asset. The option available for now is to dispose the property. - The internal repairs are not catered for by Safaricom, the plan is to have the office partitioned to reduce physical interaction when the staff go back to the office.
<p><u>LAND.</u></p> <ul style="list-style-type: none"> - What happens when I have purchased a parcel of land through the SACCO and many years down the line when trying to pay for land rates, it is 	<ul style="list-style-type: none"> - All Sacco land parcels are legitimate. Any parcels with discrepancies are currently being handled by the Sacco Lawyers and members are well informed.

<p>discovered that my parcel of land doesn't exist?</p> <ul style="list-style-type: none"> - Kindly update on the Kibos land issue. It's been very delayed. It is not in good faith that we meet for another AGM without clarity on Kibos Land, 4 years after purchase of the land. The engagement by the Sacco on this matter has also been very poor and has put members in immense distress. - Purchased a parcel in 2019, never gotten title nor perimeter fence done, what's the way forward? - Any available land at Joska or anywhere at Kangundo road? 	<ul style="list-style-type: none"> - We had an e-meeting with the members on 30th November 2020, with the lawyers handling the case –Mahmoud Gitau & Advocates. Members were informed on the unfortunate demise of the seller. Amalgamation is currently ongoing as we await on the Grant acquisition. We anticipate to give members their titles by Mid-year. A whatsapp group was formed to keep the members informed of any progress. Beaconing is currently ongoing. We intend to take members to visit the land in the month of April. - The sacco intends to issue the titles by May. Completion of the construction of the wall is scheduled to end by June. - Yes. Kindly reach out to JNDENGA@Safaricom.co.ke and DMagu@Safaricom.co.ke for more information.
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<p>- Joska 3,land saga. what's the status?Why was safaricom sacco land (Joska 3)that was sold to members had some issues and sacco left this to members to deal. Why ?The titles we were given are not valid. What are your plans to help?What is Safaricom Sacco Board doing to help the members who bought Joska 3 land but later the government surveyor came and moved the beacons. It has been difficult to get support from the Safaricom Sacco management as their response was that the Joska 3 land file was closed in their file. If the issue is not addressed well it affects the Sacco management reputation.</p>	<p>- The management will be meeting with the officials to deliberate on an amicable way forward as the titles were officially handed over to the landowners.</p>
<p><u>FRAUD</u></p> <p>- Whether fidelity cover insurance managed to pay full Kes.6M that was covered or only Kes.3M as was noted on the response on page 4 of the minutes.</p>	<p>- The insurance paid Kshs.3m only.</p>

<ul style="list-style-type: none"> - There were issues of Fraud that were alluded to earlier during this AGM. The Supervisory Committee Report also touched on issues of Data Computational issues, such as computation of Interest, etc... What measures is the Board planning to take so as to mitigate against such Risks??? <p>Automation, Fraud Investigations???</p>	<ul style="list-style-type: none"> - A lot of automation has been done in the Sacco. Fraud Investigations are currently ongoing at the Director of Criminal Investigations and court summons to the culprits. We also run credible audits with the BIG 5 Audit firms to ensure credibility .
<p><u>IT RELATED QUESTIONS</u></p> <ul style="list-style-type: none"> - On page 5 (Previous Sacco Minutes) it was mentioned that SafCIRI app had hidden charges. Can the communication be published on the member's web portal for future references? - Where are we on the USSD code for non Safaricom numbers? - Good to note the investment into Digital. However, please consider someone else to 	<ul style="list-style-type: none"> - All charges on SafCIRI reflect on the member statements and hence not hidden. All tariffs were communicated to members. A mini-statement is also at your disposal on the SafCIRI App. This can be reshared and made available on the Sacco Website to create more awareness. - All members can access our USSD *345#. - Kindly reach out to Saccoit@Safaricom.co.ke to engage on the same.

<p>redesign your app. It is not friendly at all. Shouldn't the features on the portal be the same as those on the portal. I can help with this.</p>	
<p><u>DATA PRIVACY</u></p> <ul style="list-style-type: none"> - Does the board management and staff sign an non-disclosure agreement to protect members data 	<ul style="list-style-type: none"> - This is a mandatory requirement.
<p><u>AGM ELECTIONS</u></p> <ul style="list-style-type: none"> - How is the legitimacy of the elections guaranteed In case of any problems arising during voting like someone voting more than once? - What are the requirements of becoming a board member? 	<ul style="list-style-type: none"> - One cannot vote more than once as the system is configured in such a way that only one vote is valid. "One member , one vote" as the cooperative mantra. - To become a Board member you require to have Kes.1M in deposits & Kes.40,000 in shareholding.

MEMBER EDUCATION

- Dear the leadership team, how can members in semi-arid lands like Turkana and other pastoral communities access capacity building programs for empowerment since communication is sometimes a challenge?

- Does Safsacco have social marketing workers assigned to Counties and other rural areas for recruitment of new members and monitoring of registered members?

- Over the years, we have made it our objective to reach our member regions including Turkana and during our visits, we were able to bridge different barriers where applicable including communication barriers until after the pandemic when we stopped the regional visits. On the other hand, if you attended any of our regional meetings and noted any gaps we kindly request your feedback and recommendations through our Business Development Team saccobd@safaricom.co.ke **where you can also arrange for online educational programs.**

- Regional visits are conducted yearly. Just as your concern has been put across on the need for permanent marketers across counties, we also identified the same need and went a step further to start planting satellite branches, for example we have a satellite branch in Eldoret and Msa. Rd. With time, we aim to have permanent marketers in each county as well as take advantage of virtual meetings.

BENEVOLENT

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| <ul style="list-style-type: none"> - We were moved from Sacco Managed benevolent scheme to KUSSCO insurance without proper approval. - Can the team publish the raw data that was used to arrive at the decision since during the last AGM we agreed that we should not move to Kussco? - If one can remain a benevolent member after leaving Sacco. - In the bbf we allowed to cover our relatives even beyond 50yrs! Why not our children with 25yrs n yet tarmacking for jobs even with jobs? - Is KUSSCO an Insurance company | <ul style="list-style-type: none"> - This was adequately sought during the 19th AGM with a survey seeking members' opinion and approval thereafter. - 46% voted to retain the product while 54% stated we move the product to the insurer. - This is not feasible as products are only entitled to members. - Parents in the fund can be covered up to the age of 80yrs.Children can be covered up to the age of 21 years a long as they are able to show a valid institutional ID. - Yes it is. |
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<p><u>TENDERS</u></p> <ul style="list-style-type: none"> - Under Safaricom Sacco Supplier Pre-qualification for the year 2021-2022 on the website, one is directed to https://safaricomsacco.mtenderafrica.com/mtenders/ but there's NO content in that side - just a blank page with the Sacco's banner 	<ul style="list-style-type: none"> - We run the tenders advert for 2021-2023 through M-Tenders and was closed by December .
<p><u>RECOMMENDATIONS</u></p> <p>AGM Date</p> <ul style="list-style-type: none"> - Slotting the sacco on a Saturday isn't a good idea, it is an inconsiderate decision. Some of the Sacco Members observe Saturday as a Sabbath day hence we attend church. Basically slotting the AGM for Saturday is a way of excluding some of us on participating on a such critical meeting! Hopefully the incoming leadership will be 	<ul style="list-style-type: none"> - As per our by-laws, our AGMs should be held on the 2nd Saturday of every 2nd Month subject to obtaining the necessary approvals of conducting an AGM.

sensitive and considerate on such matters

Voting

- Can a member give a Counter Proposal of 10% interest on Member Deposits and get a seconder for the same for members to vote

- Not at all. The books of accounts must be approved by the regulator to ensure that it meets statutory requirements

Loan Banding

- I propose a review of the banding to what was being done for members consolidating their loans as times have yet to improve and considering the government move to adjust PAYE to pre covid times I know many are having less money in their pockets. Please look into it especially for members who have a clean credit record.

- This will be looked into and discussed. Thank you for the suggestion.

Shares Trading

- Share Capital Trading: Is there any consideration in the pipeline to create an online Share Capital trading system for members? (Something like that

- This will be looked into and discussed. Thank you for the suggestion.

<p>for SIC-Safaricom Investment Cooperative). The current process is cumbersome whereby a withdrawing member has to look for someone interested to buy their 40,000 and might not even get to the pool of those interested. This will therefore provide a seamless link between the interested parties. In the case of the current trend in terms of the numbers, they don't give a strong business justification to develop such a system, consider a portal where those interested in buying off those shares can be listed and notified on a first come basis whenever such shares from a withdrawing member become available.</p> <ul style="list-style-type: none"> - Does the Sacco have plans for supporting sharia compliant products? - Is it possible to align the ussd for transferring money from the Fosa account to Mpesa, to match the bank ussd option that has below: 	<ul style="list-style-type: none"> - Very good suggestion , the sacco shall explore into having a Sharia Compliant product targeted to our Muslim Brothers & Sisters. - This is currently in place but can be revised. Please share your suggestions to saccobd@safaricom.co.ke
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<p>a) My mobile number b) To other mobile number</p> <ul style="list-style-type: none"> - I propose duration for refund for exiting members reduced from 90 days to 30 days. - Why don't you have a call center? - I know this is the first time to do a Virtual AGM but you shouldn't allow questions during the AGM live session. Questions should be asked in advance otherwise the AGM will take forever. Better still limit the questions. Best Practice for AGM Virtual is not to allow call in questions or comments. - We need the Sacco to start selling land. We can sell more loans that way 	<ul style="list-style-type: none"> - The refund for exiting the Society is actually 60 days to give room to your guarantors to find alternative guarantors. - Thank you for the suggestion , the Sacco will soon be exploring a CRM system module that will be more effective in sorting our customer experience . - Suggestion well noted and shall be implemented in the next virtual AGM. - Thank you for the suggestion. The Sacco is currently closing on all pending land matters in order to explore the viability of engaging on additional land projects.
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<ul style="list-style-type: none"> - The sacco plan to start purchasing machine assets for a member who are in such industries as construction or manufacturing. - Please form WhatsApp groups for purposes of member networking. - The next virtual meeting should be more time sensitive, to stay online for this long is expensive and time value, you could also consider giving registered members bundles as we don't all work for Safaricom. Thank you and congratulations on first virtual AGM and doing it among the first SACCOs. - If we can get another car insurance firm to increase competitiveness in-terms of efficiency and customer service plus professionalism. 	<ul style="list-style-type: none"> - This will be looked into and discussed. Thank you for the suggestion. - There are current groups already in place. This will be further explored to loop in more members. - This will be looked into and discussed. Thank you for the suggestion. - This will be looked into and discussed. Thank you for the suggestion.
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