


AGM REPORT SUMMARY

(34th) ANNUAL GENERAL MEETING HELD VIA ELECTRONIC
COMMUNICATION, ON THURSDAY, 16TH JULY 2020 AT 10.00 AM.



TOTAL

Attendance By WEB	17,096,054.00
Attendance By USSD	422,280.00
Total	17,518,334.00
Eligible Shares Dec 31 2019	26,335,063.00
Quorum	66.52%



Voting Matter	Total Votes	Total Shares	For (%shares)	Against (% shares)	Abstain (% shares)
To receive, consider and adopt the Audited Annual Report and Financial Statements for the year ended 31st December 2019 together with the accompanying reports	75	16965160	100	0	0
To note that the Directors do not recommend the payment of a cash dividend for the financial year ended 31st December 2019	74	16958228	99.96	0.03	0
To approve the re-election of Mrs Grace Nyachae who retires from office by rotation and is eligible in accordance with the Company's Articles of Association	74	16958228	99.98	0	0.01
To approve the re-election of Mr Robinson Gachogu who retires from office by rotation and is eligible in accordance with the Company's Articles of Association	74	16958228	99.99	0	0.01
To approve the re-election of Mr Moses Mwendwa who retires from office by rotation and is eligible in accordance with the Company's Articles of Association	74	16958228	99.97	0.01	0.02
To approve the re-election of Mr Jack Ngare who retires from office by rotation and is eligible in accordance with the Company's Articles of Association	74	16958228	99.87	0	0.13
To approve the Directors remuneration for the financial year 2020	73	16958026	99.91	0.01	0.08
To authorize the directors to fix the Auditors remuneration	73	16958026	100	0	0
To re-appoint the Auditors, PWC who wills to continue in accordance with Section 719 (2) of the Companies Act, 2015 and subject to approval by Central Bank	73	16958026	100	0	0
To approve a Bonus Issue of 1 share for each 100 shares held as at 31st December 2019	73	16958026	100	0	0
To approve a Rights Issue of 2 new shares for every 3 shares held as at 31st December 2019	73	16958026	99.95	0	0.05

The background is a dark gray. On the left side, there are several overlapping geometric shapes in shades of teal and turquoise. These shapes include a large parallelogram, a smaller rectangle, and a thin vertical strip. In the bottom right corner, there is a small orange parallelogram. The text 'QUESTION & ANSWER' is centered in the middle of the image in an orange, sans-serif font.

QUESTION & ANSWER

Question	Response
I have not received a toll free number to watch the live broadcast	The toll free number and passcode is shared via text on the morning of the AGM, however, it allows you to listen-in and not watch the live broadcast. To watch the live broadcast contact digital@candrgroup.co.ke requesting your account to be changed from USSD access to online access.
Update me on right issue taken.	The share certificates for the Rights Issue are ready, you will receive a call from our Registrar in the course of next week requesting you to advice on your preferred Credit Bank branch of collection. Thereafter, the certificate will be dispatched.
Did you get an investor to take the unpaid up shares?	Discussions on this are still underway as shareholders were not able to fully defend their holding and take up more shares during the last rights issue. We hope the upcoming rights issue will provide the targeted capital and not necessitate an external investor.
How will the dividends be paid	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
What was the percentage for Dividend payments?	The cash dividend for the Financial year ended 31st December 2018 was paid at a rate of KES 3 for every share held.
How were dividends distributed to shareholders	Dividends when declared are paid through Bank transfers, Mpesa transfers and cheques
We need a Branch at Mtwapa	Thank you for the suggestion, we shall put it into consideration, in the meantime we invite you to transact at our Nyali Branch as well as through our 24/7 digital platforms.
How to listen to the AGM	A toll free number and passcode will be shared with you via text on the morning of the AGM. You will call the toll free number and it will prompt you to input the unique pass code.
Can one get new share certificate if order one is damaged	Yes, please visit the nearest Credit Bank branch to return the damaged certificate and apply for a replacement. Please bring a long a sworn affidavit confirming the damage of the certificate.

Question	Response
Need top up shares, when is the next PPO?	You can purchase additional shares in the upcoming 2020 Rights issue, the commencement date will be communicated to all investors soon.
With reference to approval of the Directors' remuneration for year 2020, kindly confirm that it will not exceed the total paid out for the year ended 31st Dec 2019. This is in ongoing Covid19 Pandemic will inevitably make year 2020 a difficult view of the fact that the trading year.	Directors do not propose a review of their remuneration, and this will therefore remain as it was in 2019
Where can I collect my share certificate?	All uncollected share certificates are currently with the Registrar - C&R Group. The Registrar's office is in the process of calling all shareholders with uncollected certificates to establish the preferred point of collection. You can also contact them on info@candrgroup.co.ke or call 0726971599/0208690360
When shall we get the certificates for the bonus issue?	The certificates for the 2019 bonus issue are ready, the Registrar's office is in the process of calling all shareholders with uncollected certificates to establish the preferred point of collection.
Was not able to receive dividends of last year	Our registrars - C&R Group will contact you in the course of the upcoming week with a personalized response on this.
What's the price of the rights issue share	The Proposed rights issue is priced at Par (Kes 100.00 per share)
Bonuses this time are lower than the previous year why	The Board Proposed a lower capitalization this year and retained the balance of the reserves to grow the bank
Are you to send the AGM manual	The Financial reports are available on our Website www. Creditbank.co.ke , you may obtain a hard copy of the AGM booklet from the following Credit Bank branches; Koinange, Eldoret, Nakuru Giddo Plaza, Meru and Mombasa Nkrumah.
Any share certificates for bonus shares?	The certificates are ready, the Registrar's office is in the process of calling all shareholders with uncollected certificates to establish the preferred point of collection.
Us their lunch today from you	Unfortunately, we were unable to provide lunch as we could not hold a physical meeting.

Question	Response
What is the price for share	The Price Per share for the rights issue will be at Par (Kes 100.00)
Can you withdraw your shares	At the moment, the shares are not yet open for trading, investors will be advised once the over the counter trading is open.
When are we going to be in Nairobi exchange	There are no immediate plans to list but the board will take into consideration your request. You will be advised should the board make up the decision to list
Can you get a loan through your shares	As per the guidelines of the regulator (CBK), Banks cannot secure Credit facilities with their own institution's shares. The shares can however be used as collateral to secure a facility in another Financial Institution once they are open for trading.
Bought shares as FEP member Kes 152k, 160sh per share was to get 950 shares but my certificate shows 844.44 shares help plz	Our customer service will contact you to give you personalized response and further assistance.
Transfer of shares	We request you to get in touch with our Contact centre on telephone 0709072000 for further guidance on this question
Are there dividends?	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
Is there room for more shares?	Yes, take advantage of the rights issue and grow your shareholding
How about the devident?	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
Will you give out dividends	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
How much is my dividends?	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.

Question	Response
Is there any loans you giving out now	We offer both business and personal loans, please reach us on 0709072000 and one of our Customer service Representatives will be happy to provide information on our loan products.
When are we getting the dividend	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
Did we get dividends	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.
Today's meeting resolutions?	All items as per the AGM Notice, which is published on the Bank's Website, were passed via Voting
How much did I get in terms of dividends	A cash dividend was not declared for the Financial year ended 31st December 2019, investors will however receive bonus shares at a rate of 1 share for every 100 shares held as at 31st December 2019.

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