

SOCIAL MEDIA TERMS OF USE

The following are guidelines that govern customer access and use of Rafiki Microfinance Bank Limited (hereinafter referred to as "RMBL") social media sites. We welcome, encourage and create avenues for open discussion on RMBL social media sites-Facebook, Twitter, Instagram, LinkedIn and YouTube. We value feedback from our customers on their experience while using our platforms.

Our social media platforms are open to the public. You should refrain from:

- Making public, personal information on our pages at all times. This includes account details, PIN, contact details or personal financial information. RMBL will not be liable in any way for any losses or claims that arise from any confidential information posted by users on RMBL social media platforms.
- Posting material that may be considered vulgar, abusive, libelous, slanderous or offensive.
- Posting material that may be regarded as spam.
- Posting material that instigates or initiates personal attacks.
- Posting material that would result in copyright infringement.

Submission of any content on our social media sites grants RMBL the right to distribute, publish, display or reproduce such content and the right to create works from your content, edit or modify such content and use for RMBL purpose.

RMBL has the right to remove any content in violation of these terms of use as well as take measures to block access by any person violating these terms.

RMBL monitors and moderates all social media content posted on our platforms and will try to respond to inquiries and comments within a reasonable period.

Your access to and use of the service is also conditioned on your acceptance of and compliance with the RMBL's social media terms of use.

You may reach our customer service desk at any of our branches or through our contact center on: 0711 073 000 or 0730 170 000 or email: info@rafiki.co.ke*

*Usual tariffs will be charged by your telephone and internet service provider(s) when communicating with our contact center

Rafiki Microfinance Bank Limited (RMBL) is licensed and regulated by the Central Bank of Kenya.