

Frequently Asked Questions – Agent Banking		
Questions		Answers
A. AGENT BANKING		
1.	What is agency banking?	Agency banking is a banking service that allows customers to access financial services through authorized third parties instead of visiting a physical bank branch.
2.	Who is an agent?	An agent is a company appointed by a deposit taking institution to carry out one or more banking services as approved by the CBK prudential guidelines.
3.	Which services can I access through an agent?	We offer cash deposits, cash withdrawals, and digital collection of account opening data.
4.	Is it safe to transact at an agent location?	Yes, as long as you transact with an authorized agent, and ensure you receive your digital receipt, which is the SMS confirmation.
5.	How do I know an agent is genuine?	By checking the official branding, or confirming the agent outlet with the Bank's customer service. All agent locations are listed on the Bank's website at https://www.gtbank.co.ke/personal-banking/ways-to-bank/gtexpress

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6.	What are the transaction limits at an agent outlet?	The minimum transaction limit is KES.100 and the maximum is KES 250,000 for both cash deposits and withdrawals.
7.	Are there charges for transactions at the agent?	Yes, charges are as per the tariff guide displayed at the agent locations.
8.	Can I open a bank account at an agent outlet?	No. The agent banking regulations prohibit an agent from opening bank accounts. However, GTBank allows digital collection of account opening data at agent locations.
9.	Can agents grant loans on behalf of the bank?	No. The agent banking regulations expressly prohibit an agent from granting a loan in the name or on behalf of a bank. Agents may collect the documentation for a loan application and forward to the bank.
10.	Who can transact at the agent locations?	Cash withdrawals at agent locations are limited to current account holders with the sign alone mandate, however, cash deposit transactions can be done to all GTBank account.

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B. APPOINTING AGENTS		
11.	Can a bank have more than one entity offering agent banking services?	Yes. A bank can have more than one entity offering agency banking services, however, each agent appointment is subject to approval by the Central Bank of Kenya.

12.	Can an agent be appointed by more than one bank to offer banking services on their behalf?	Yes. An agent can be appointed by more than one bank i.e., GTBank, KCB, Equity, Cooperative Bank.
C. CUSTOMER RELATIONS		
13.	Whom can I talk to about poor customer service at an agent location?	The customer should be able to address any issues concerning a transaction conducted at an agent location either with the agent or the bank through the relationship manager and the Bank's customer service line.
14.	What should I do if I encounter a failed transaction?	Confirm with the bank through your relationship manager, or customer care via a call or on email, giving them the transaction details.
15.	Will my information be kept confidential when I conduct banking services through an agent?	Secrecy obligations of the Bank are extended to the agents. Therefore customer information will be confidential.