

KINGDOM BANK DIGITAL CUSTOMER SERVICE WEEK 2026

TERMS AND CONDITIONS

The following terms and conditions apply to the “Digital Customer Service Week 2026” Campaign (the ‘Campaign’) organised by Kingdom Bank. Kingdom Bank will reward participants who meet the eligibility requirements under these terms and conditions.

By participating in this Campaign, participant(s)/customer(s) (“You” or “Customer”) will be deemed to have read, understood and agreed to be bound by all the terms and conditions below.

Campaign Period

The Campaign will run from Monday, 5th October 2026 to Friday, 9th October 2026, in celebration of Customer Service Week 2026, whose global theme is “The Extra Mile”.

1. Eligibility

- The Campaign will be carried out in Kenya through Kingdom Bank’s official Instagram and Facebook pages.
- To participate in the Campaign, you must be 18 years and above. Anyone under 18 must obtain permission from a parent or legal guardian.
- Employees of Kingdom Bank and their immediate family members are not eligible to participate.
- The prerogative and discretion of selecting winners rests with Kingdom Bank and, in case of any dispute, the decision of Kingdom Bank shall be final.
- Kingdom Bank reserves the right to disqualify a participant/winner and select an alternative winner if it has reasonable grounds to believe that the participant/winner is not eligible or has breached these Terms & Conditions.

2. How to Participate and Winners

- The Campaign will feature one interactive game per day for five (5) consecutive days, from Monday to Friday.
- The games will be published on Kingdom Bank’s official Instagram and Facebook pages through Feed and/or Stories.
- Participants must follow Kingdom Bank’s official social media pages and complete the daily game as instructed in the relevant post or Story.
- There will be two (2) winners per day: one (1) winner on Facebook and one (1) winner on Instagram, giving a total of ten (10) winners over the five-day Campaign.
- Each daily winner will receive a shopping voucher as the reward.
- The selection criteria may vary according to the mechanics of each daily game. The applicable post/Story will provide the instructions and basis for determining the winner.
- A participant can only win once during the Campaign period.
- Prizes are non-transferable and cannot be exchanged for cash or other items.
- Winners will be notified through a direct message and/or comment on the relevant social media platform. Winners must respond within 24 hours of notification to claim their prize.

Failure to respond within the stipulated period may result in the selection of an alternative winner.

- Kingdom Bank will communicate the process for prize collection to each confirmed winner. Any required verification must be completed before the prize is issued.

3. Campaign Theme and Brand Alignment

All Campaign activities are aligned to Customer Service Week 2026 and the global theme “The Extra Mile”. The Campaign is intended to bring the theme to life while reinforcing Kingdom Bank’s brand promise of Flexibility, Convenience and Affordability, and its commitment to delivering a delightful customer experience.

The Campaign also reflects Kingdom Bank’s continued investment in the systems and people that power service delivery, going further behind the scenes so that customers feel the difference in every interaction.

4. Social Media Platforms and Hashtags

The Campaign will run on:

- Instagram – Feed and Stories
- Facebook – Feed and Stories

Campaign hashtags: #KBExtraMile #CXWeek2026

5. Use of Participant Information and Content

By participating in the Campaign, winners agree to the use of their names, images and/or winner-related content for promotional purposes related to the Campaign without additional compensation, subject to applicable law.

6. General Terms

- Kingdom Bank cannot guarantee that the Campaign process will be free from errors or omissions and will not be responsible for any loss or damage arising from participation in the Campaign, except where such liability cannot lawfully be excluded.
- Kingdom Bank reserves the right to cancel, suspend or terminate the Campaign, or amend these Terms & Conditions, at its discretion for any valid technical, operational or commercial reason.
- Any amendment to these Terms & Conditions will be communicated through Kingdom Bank’s official social media channels or other appropriate communication channels.
- By participating in the Campaign, participants are deemed to have accepted these Terms & Conditions as published by Kingdom Bank.
- Instagram and Facebook are not sponsors, administrators or otherwise associated with this Campaign.

For the avoidance of doubt, the Campaign is a five-day digital customer engagement activity running from 5th to 9th October 2026, with one game and two winners (one on Facebook and one on Instagram) each day.