

# INTERNATIONAL Banker

## Citation

TO ACCOMPANY THE AWARD OF

**BEST INNOVATION IN RETAIL BANKING KENYA 2014**

TO

**Co-Operative Bank of Kenya**

The Co-operative Bank of Kenya has demonstrated consistent commitment to providing inclusive retail banking services in Kenya. Under the leadership of Dr. Gideon Muriuki, the bank has successfully pioneered a retail banking model that goes beyond investment in conventional bank-owned channels such as branches, ATMs, agencies and electronic banking.

The bank has massively invested in over-the-counter banking services and payment card systems operated by co-operatives, to serve their over two million members. The bank's support by way of affordable financing, capacity-building and critical technical support has enabled over four hundred co-operatives to offer front-office banking to over two million members.

In addition, the bank's huge investment in a payments switch that has enabled Kenya's vibrant Savings and Credit Co-operatives to have access to card payment services worldwide is a groundbreaking innovation for driving financial access for the majority.



Simon Brown, Editor-In-Chief