



REVVVISHA NA KCB – CUSTOMER FAQ (2026)

Everything you need to know about how to participate, how winners are chosen, and how prizes are paid.

Quick essentials

- Promotion period: 26 December 2025 to 26 April 2026 (both dates inclusive).
- Account used: KCB Goal Savings Account.
- How to stay eligible (monthly prizes): Deposit at least KSh 2,500 every month (money must come from outside KCB into KCB).
- For new customers joining the promotion: Open a KCB Goal Savings Account and make an initial deposit of at least KSh 5,000, then keep topping up at least KSh 2,500 per month.
- Grand prizes: To qualify, select goal purpose “plot purchase” or “house purchase” and have at least KSh 50,000 saved by 26 April 2026.
- Grand prize apartment: A one-bedroom apartment at Unity One, located in Tatu City, provided by Unity Homes.
- How prizes are paid: Cash prizes are credited into your Goal Savings Account. MMF prizes are credited into the winner’s Money Market Fund (MMF) account and locked for six months.
- Opt out: Send an SMS with the word “STOP” to *456*9*5#.

About the promotion

Q: What is Revvishna na KCB?

A: Revvishna na KCB is a national consumer promotion anchored on the KCB Goal Savings Account. It rewards customers who save consistently with monthly prizes and grand prizes during the 2026 WRC Safari Rally season.

Q: When does the promotion run?

A: From 26 December 2025 to 26 April 2026, both dates inclusive (unless extended with the required approvals).

Eligibility and joining

Q: Who can participate?

A: New and existing KCB customers who have a KCB Goal Savings Account, are 18 years and above, and have a valid Kenyan National ID.

Q: Who is not eligible?

A: KCB Bank staff, corporate accounts, and M-Pesa agent accounts are not eligible to participate.

Q: Can I open a KCB Goal Savings Account without visiting a branch?

A: Yes. You can open and manage your Goal Savings Account using the KCB App. Simply download the KCB mobile banking App from Google Play Store or Apple App Store. Open the app and click "Get started," accepting terms and conditions. Verify your phone number and then select under link/Open Account, select new account and follow the prompts and submit. Once set up, navigate to "Savings" section and open a Goal Savings account. If you prefer in-person assistance, you can also open it at any KCB branch.

Q: How much does it cost to open a KCB Goal Savings Account?

A: There are no monthly account maintenance fees for the Goal Savings Account. A minimum opening balance of ksh. 1,000 applies as per KCB's product terms. To participate in Revvisha na KCB as a new customer, you must have saved at least KSh 5,000 into your Goal Savings Account.

Q: Can new customers join after the promotion has started?

A: Yes. You can join at any time during the promotion period by opening a KCB Goal Savings Account and meeting the deposit requirements from the point you join.

Saving rules and qualifying deposits

Q: Do I need to save every day?

A: No. You don't have to save daily. To remain eligible, you need to deposit at least KSh 2,500 per month.

Q: What counts as a qualifying deposit?

A: A qualifying deposit is money coming from outside KCB into your Goal Savings Account via KCB Paybill, KCB Bank Agents, KCB ATMs, any KCB branch, or KCB Mobile Banking.

- Internal transfers between KCB accounts do not qualify as deposits for this promotion.

Q: What happens if I miss a deposit in one month?

A: Monthly eligibility is based on meeting the minimum monthly deposit requirement. If you miss a month, you may not qualify for that month's draw. The best approach is to keep your monthly deposits consistent throughout the promotion period.

Q: Can I withdraw my savings during the promotion?

A: Your Goal Savings Account is your money—accessible subject to the account's terms. However, eligibility for prizes depends on meeting the monthly deposit requirement, and grand prizes depend on reaching the required savings threshold by the end date.

Prizes and draws

Q: What prizes can I win?

A: There are monthly prizes and grand prizes.

- Monthly: school fees cash prizes, Naivasha Safari Rally trip cash prizes, family holiday cash prizes, and a monthly MMF prize.
- Grand prizes: a one-bedroom apartment at Tatu City (from Unity Homes), and a KSh 500,000 Money Market Fund prize.

Q: How often are the draws conducted?

A: Monthly draws are conducted for January, February, and March 2026. The grand prize draw is conducted after the promotion concludes.

Q: How are winners selected?

A: Winners are selected through random, automated draws conducted under independent supervision where required and in line with applicable regulations.

Q: Can I win more than once?

A: A customer can win only once in the monthly prize category during the promotion period. Monthly winners can still qualify for and win a grand prize if they meet the criteria.

Winning, verification, and prize payment**Q: How will I know if I have won?**

A: Winners are notified via SMS to the registered phone number and may also receive a call from the KCB Contact Centre. KCB will also announce winners on KCB Group's official social media platforms.

Q: What happens if I miss KCB's call?

A: KCB will make atleast 3 call attempts within a short window. If a winner cannot be reached or declines the prize, the prize may be awarded to a reserve winner.

Q: How are cash prizes paid?

A: Cash prizes (such as school fees, Naivasha Safari Rally trip cash prizes, and family holiday cash prizes) are credited directly into the winner's KCB Goal Savings Account.

Q: How are Money Market Fund (MMF) prizes paid?

A: MMF prizes are credited into the winner's Money Market Fund (MMF) account and are locked for six (6) months from the date of credit. No withdrawals are permitted during the lock-in period except as required by law or at the discretion of KCB and/or the fund provider.

Q: What if I don't have a Money Market Fund (MMF) account?

A: If you win an MMF prize and don't have an MMF account, you will be required to open one and complete any necessary KYC requirements within the timelines communicated by KCB.

Q: How is the apartment grand prize awarded?

A: KCB will coordinate with Unity Homes to facilitate the legal transfer and handover of the apartment at Tatu City. The winner will be guided on the documentation and handover process.

Opting out, privacy, and safety**Q: Can I opt out of the promotion?**

A: Yes. Send an SMS with the word "STOP" to *456*9*5# and you will receive a confirmation message once you have been de-registered.

Q: Will KCB use winners' names for publicity?

A: By accepting a prize, winners consent to the use of their name, image, and likeness for promotional purposes as outlined in the promotion Terms and Conditions.

Q: How do I protect myself from scams?

A: KCB will never ask you to share your PIN, OTP, or password. If anyone asks for these details, treat it as fraud and contact KCB immediately.

Need help?**Q: Where can I get more information or assistance?**

A: Visit any KCB branch, check the KCB website, or contact the KCB Contact Centre.

- KCB Contact Centre: 0711 087 000 / 0732 187 000
- Official communications will come through KCB channels (SMS, KCB contact centre numbers, official KCB social pages).