

SPEECH BY REAL PEOPLE EAST AFRICA CEO MR. DANIEL OHONDE DURING THE UNVEILING OF THE NEW FINANCIAL TECHNOLOGY PLATFORM AT SAROVA STANLEY HOTEL ON THE 26TH AUGUST, 2014.

- Our partners in this project,
- Invited Guests,
- Members of the Press,
- Ladies and Gentlemen,

I take great delight in welcoming you this morning as we witness yet another milestone in the operations of *Real People* in Kenya.

Thank you for coming to witness as we launch this innovative customer experience in Africa. The launch of this platform is testimony of how technology can be deployed to enhance service delivery, grow businesses and realize dreams.

Over the last one year, we in conjunction with our esteemed partners, namely HP and Telkom have been in engaged pilot tests to ensure that the platform we are unveiling today is practical, foolproof and ready for the market.

Ladies and gentlemen;

At *Real People*, our commitment is towards ensuring customer convenience, satisfaction and retention. All our innovations in terms of products and service offering are tailored towards this goal.

What we are launching today is going to help us achieve three main things; **one** is the efficiency of service. This technology will ensure that we have a turnaround time of six hours from the moment our customer's loan application comes through to the time we disburse the money to the customer's account.

Secondly; this technology will help offer our customers quality service. We will henceforth not tire our customers with loads of paperwork, but instead everything will be scanned by our relationship officers from the field and our customers therefore need not take trips back and forth filling forms and carrying documents.

Lastly; this will help us in improving our portfolio quality. *Real People* currently has an OLB of Kshs 3 billion all which is a fairly good portfolio, but, this technology will make it better. This is because, as you will see in the demonstration, the application cannot proceed without the correct information being filled into the tablet issued to our relationship officers.

All our 180 field relationship officers will have these customized tablets which they will use to collect information from our customers in the field and relay it in real time to our vetting team sitting at a central location reviewing and vetting applications as they come in. This will be applicable in our two business finance products – the *Real Flexi loans* and *Real Asset loans*.

- **Ladies and Gentlemen,**

Last year, we embarked on a massive expansion plan aimed at taking our services to the people. This exercise which is still ongoing has seen us open up four new outlets across Kenya and two new outlets in Uganda. This brings our branch network to seventeen in Kenya and three in Uganda. This expansion has indeed opened up new business frontiers for us.

Our strategy is to tie this market expansion to innovation in order to ensure that we not only reach the most number of people, but we take to them a service they have never experienced before. It is for this reason that we are gathered here this morning to unveil our newest innovation where we have invested in excess of Kshs100 million.

As I conclude; I would like to mention that we have lined up a number of other interesting products and services for the market. Soon, we will be rolling out our housing products slated for January 2015. This has been in pilot testing for the past one year in parts of Nairobi. We have experienced tremendous success with our housing product and we intend to roll it out in the rest of the country. This, ladies and gentlemen will also run on our new online and real time technology unveiled here today.

Let me promise you that *Real People* is here! The market can only expect the best from us! We have the capacity to deliver just that!

Thank You!