

CHANGE OF BUSINESS / CUSTOMER SERVICE HOURS

w.e.f 9th AUGUST 2025

Dear Customers,

In order to enhance customer experience Banking Business / Customer Service Hours are revised as under:

Timings for **Head Office** and the following Branches:

w.e.f 9th August, 2025

Branches	Particulars	Timings
Nairobi Main Office Branch (Koinange Street)	Monday to Friday	09.00 AM to 4.00 PM
Industrial Area Branch, (Enterprise Rd.), Nairobi		
Mombasa Road Branch, Nairobi		
Muthithi Road Branch, Nairobi	All Saturdays (except 2 nd & 4 th)	09.30 AM to 3.30 PM
Thika Branch		
Nakuru Branch		
Eldoret Branch		
Kisumu Branch		
Kakamega Branch	Saturday (2 nd & 4 th), All Sundays & Public Holidays	Closed
Meru Branch		
Nyali Branch, Mombasa		
Digo Road Branch, Mombasa		
Branches	Particulars	Timings
Diamond Plaza Branch, Nairobi	Monday to Friday	09.00 AM to 4.00 PM
Sarit Centre Branch, Nairobi		
	All Saturdays except 2 nd & 4 th (All Banking Services)	09.30 AM to 3.30 PM
	2 nd & 4 th Saturday and all Sundays (*Identified Banking Services only)	09.30 AM to 3.30 PM
	Public Holidays	Closed

***Identified Banking Services are mentioned as under:**

1. Account Opening Form
2. Debit Card Request
3. Net Banking Request
4. Statement Generation
5. FD Opening & Renewal Request
6. Cheque Book Request
7. RTGS/ NEFT/ Swift/ Remittance of funds to be executed on next working days.
8. Any other request/ services related to banking activities. All such requests will be executed on the next working day.

For any inquiries, kindly visit our nearest Branch or log in to our website www.bankofbarodakenya.co.ke