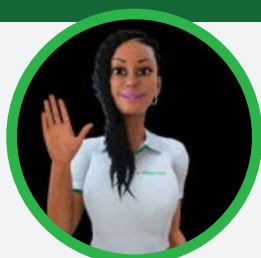


# WE ARE THE COMPANY THAT MADE A BRAND PROMISE TO OUR CUSTOMERS



Toll-free COVID-19  
information centre  
keeps you informed



Zuri chatbot gives you access  
to our contact centre 24/7

Lipa Mdogo Mdogo helps  
you afford a 4G smartphone

Free e-learning keeps your  
children 'at school'

mySafaricom  
app puts you in  
control



Our 4G network  
reaches almost  
everywhere now  
(94% coverage)

Home Fibre  
customers get at  
least double the  
bandwidth for no  
extra cost



## Simple. Transparent. Honest. FOR YOU

As part of our intention to be **Simple, Transparent and Honest** with our customers, this year we zero-rated our M-PESA mobile money transactions and took measures to ensure that our customers can contact us easily even during lockdown.

Reliable, fast internet is more important than ever with so many Kenyans working and learning from home, so we offered double bandwidth to our fibre customers and invested in strengthening and expanding our 4G network as well as piloting our new 5G network. We also continued to offer financing to help our customers afford 4G smartphones.

As a result of these actions, we have grown our customer base and maintained a strong balance sheet so that we can continue investing in technology for the future – **FOR YOU**.