

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Equity Bank (Kenya) Limited
Equity Centre, 3rd Floor
P.O. Box 75104-00200
Hospital Road , Upper Hill
Nairobi
Kenya

Holds Certificate No:

ITMS 729322

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The service management system of Equity Group Holdings that delivers all IT services to all Business Units within Equity Group Holdings located at the Head Office, Equity Centre, Nairobi. IT areas include IT Enterprise Architecture & Governance, Operations, Infrastructure, Security, Customer Service RM, PMO and Service Delivery, Business Intelligence & Analytics, System Development & Innovation inline with the service catalogue Version 1.0 Date August 2020.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2021-01-13

Effective Date: 2021-01-13

Latest Revision Date: 2022-10-26

Expiry Date: 2024-01-12

Page: 1 of 2



...making excellence a habit.™

Certificate No: **ITMS 729322**

Location

Registered Activities

Equity Bank (Kenya) Limited
Equity Centre, 3rd Floor
P.O. Box 75104-00200
Hospital Road , Upper Hill
Nairobi
Kenya

The service management system of the IT Department that delivers all IT services to all business units within Equity Group Holdings at Head Office, Equity Centre, Upper Hill.

Finserve Africa
Global Centre, Kilimani, 3rd Floor
P.O Box 104443 - 00101
Nairobi
Kenya

The service management system of Finserve that delivers all IT services to all Business Units within Finserve located at the Head Office, 3rd Floor Global Centre, Kilimani.



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Page: 2 of 2

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000

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