



# SEASONED FOR GREATNESS

2019 EDUCATION TEXT



**Huduma Maradufu!**

' High Quality Services to Members Since 1970'



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## BOARD OF DIRECTORS



**Isaac Kiprop**  
*National Chairman*



**Onesmus Nzuki**  
*National Vice Chairman*



**Dominic Mokaya**  
*National Hon. Secretary*



**Samuel Wachiuri**  
*National Treasurer*



**Boaz Chimasia**  
*Director*



**Emily Obonyo**  
*Director*



**Patrick Chelule**  
*Director*



**Frank Robert**  
*Director*



**William Pudha**  
*Chief Executive Officer*



**Oliver Sikuku**  
*Director*



## SUPERVISORY COMMITTEE



**William Ndiritu**  
*Chairman Supervisory Committee*



**Kevin Kuria**  
*Secretary, Supervisory Committee*



**Christopher Ngilu**  
*Member Supervisory Committee*



## MESSAGE FROM THE NATIONAL CHAIRMAN



Your SACCO has made commendable strides over the years and sustained an upward growth trajectory. We owe this impressive score card to our esteemed members for their unwavering loyalty, a dedicated Board of Directors and a professional workforce. As we count down the year 2019 and delve into the annual education program I would like to urge all of you not to lose sight of our Vision of making 'Ushuru' a world leading Society. Have an informative education session!

The Society has weathered a number of challenges including economic recessions, heated political cycles and an upsurge in non-performing loans that has seen many financiers shy from lending even as provisioning costs bite on profits. We have also had to grapple with a fair share of issues last year including the untimely demise of a director, relocation & furniture costs, the opportunity cost of operating from the Sacco Centre, increased administrative expenses due to a growing staff capacity and the emergent budget constraints to shoulder contingency bills.

Unforeseen developments of this kind occasion unprecedented challenges, disruptions, and business shake-ups that can sink a thriving co-operative of our caliber. However, what counts in the long-run is an organization's ability to deftly maneuver through volatile conditions and absorb such economic shocks. Our corporate tact is to possess the right business acumen in facing challenges of this nature while constantly reviewing our internal processes for optimum performance. We have traversed through rough terrains in our corporate journey thereby gaining invaluable insights and experiences that have seasoned us for greatness. Ushuru's future can only be brighter.

We are in the final phases of transitioning from a Non Deposit-taking Society to operate Deposit-Taking(DT) activities in what is conventionally known as FOSA (Front Office Services Activities). This is in a bid to expand our service offering to members and flag-off a new business frontier that is poised to maximize our returns on investment. On the flip side though, this venture comes with an inherent cost of installing necessary infrastructure and organizational expenses in order to effectively operationalize the FOSA model. We will inform members as and when the FOSA operations commence.

The Society has fully adopted and implemented a proactive financial model (International Financial Reporting Standard-IFRS9) that provides for potential losses arising from loan delinquency. In this regard, we are now able to mitigate against credit risk and minimize losses. The year 2018 also saw a sharp rise in cybercrimes that have majorly affected financial institutions. The emerging threats in cyber-security have also prompted us to reinforce our core ICT infrastructures in order to secure our systems from malicious threats.

We are also intent on improving the Society's operational efficiency by instituting prudent measures that will ensure optimal resource utilization. We are yet to realize rental income anticipated from the office space in the new premises. However, marketing of the office space is on course as we explore other viable options of putting available space into lucrative use. In the meantime, we have to manage hyped expectations as we make mutual sacrifices for the excellence of Ushuru SACCO.

Isaac Kiprop  
**National Chairman**





## MESSAGE FROM THE EDUCATION COMMITTEE CHAIRMAN

Our co-operative agenda as a Society is to give value to our members in a simple, cohesive and proficient manner without compromising on ethical best practice. Driven by the need for continuous improvement, Ushuru is constantly re-engineering its business models to meet the dynamic needs of members.

We are in the process of integrating FOSA operations into our core business. This is set to unravel endless possibilities in our product and services offering besides activating alternative transactional channels for members. We are further exploring responsive ways of seamlessly delivering member-focused solutions.

This new paradigm of transacting business is part of an elaborate stimulus package we are rolling out to streamline our internal processes, diversify investment options for members and improve operational efficiency. We are exploring amongst other solutions the following items of interest in our quest for greatness:

1. **FOSA**
2. **Collateral-based lending**
3. **Cyber-Security**
4. **Office Space Letting**



*Ushuru Sacco Staff following a boardroom session*



## **FOSA**

FOSA (Front Office Services Activities) Is a Deposit Taking business model employed by SACCOs to operate bank-like services. This model is a new frontier set to be the game-changer in our business strategy.

We are currently operating BOSA (Back Office Services Activities) as a Non Deposit-taking Sacco where we strictly mobilize savings from members for the sole purpose of using the same as investments for deposit-returns and security for loans.

Deposits mobilized under BOSA are not withdraw-able by the member, but can only be refunded (less any liabilities owed by the member) upon the member's withdrawal from the SACCO. FOSA savings on the other hand can be withdrawn at a members' discretion. Some of our products like Investment Savings, MSacco, and Mpoa are already deemed to fall under FOSA owing to their unique features.

We have sought legal mandate from SASRA (Sacco Societies Regulatory Authority) to fully operationalize FOSA. So far, we have successfully undergone a pre-licensing health check that sought to evaluate the Society's compliance to regulatory requirements and conformity to prudential practice. Acquisition of the full license will be concluded upon satisfaction of the guidelines stipulated by SASRA and the SACCO Act 2008.

FOSA will also position the SACCO as a One-Stop-Society with a wider product/service offering for members' financial needs. The FOSA model will further diversify the SACCOs business arrangement to offer alternative revenue streams for better returns.

The benefits attributed to FOSA engagements include but not limited to the following:

### **1. Salary Processing**

Prospective members will have the discretion of processing their salaries through FOSA accounts. Such members will have to instruct their respective payroll-centers to prefer channeling their monthly earnings via FOSA. This will give members leverage of accessing facilities without prior sanction of their employers since account cash flows can be determined locally. Members with FOSA Accounts will be eligible to access salary advance and overdraft facilities amongst other innovated products.

### **2. Alternative Transaction Channels**

The FOSA model will also open up alternative modes of transacting that members may prefer based on suitability and convenience. We currently have the investment savings account which allows unlimited deposits and withdrawals on the mobile platform MSacco. FOSA members can use other channels like ATM (Automated Teller Machines), Point of Sale Systems (POS), internet/online banking, over-the-counter transactions and agency banking as deemed fit.



### **3. Other Products/Services**

Integration of FOSA into our core business will also unpack a variety of market-driven products like Asset financing, agro-based loans, SME/LPO financing amongst other products. This may also invoke partnerships in lucrative arrangements deemed to benefit the Society.

FOSA is bound to ease the hassle of Non-checkoff members (members on cash) making standing orders, or direct debits from banks. Members will be channeling their proceeds via FOSA accounts to facilitate automatic deductions hence circumventing one-third rule challenges.

### **4. Mobilization of Funds**

The Society will gain from increased savings since we will be mobilizing deposits from a wider membership. FOSA will present a new platform for admitting members beyond the current limit of our common bond. This will translate to improved SACCO Liquidity and institutional stability.

### **5. Growth in Membership**

Opening up of the common bond to non-check-off individuals will further increase member enrollment. Our footprint in the market will increase to reach a wider member audience.

### **6. Alternative Income Streams**

We further hope to ride on the FOSA model to increase transactional income and fees generated from FOSA dealings. We will develop a tariff guide for the Society as to the applicable rates for various transactions. We anticipate to diversify our income streams from this.

### **7. Returns On Investment**

The desired outcome of any investment venture is profits and FOSA is not an exception. Members are bound to benefit directly from FOSA operations. FOSA proceeds will be cascaded down to afford all members a slice of the pie. This is unlike the practice is in the mainstream financial institutions where preferred shareholders command bigger chunks in comparison to their counterparts. The net effect is members earning better dividend pay outs and higher interest on deposits.

### **COLLATERAL-BASED LENDING**

This is a new mode of lending we have adopted and was primarily customized to address the hassle of getting guarantors by members applying for higher loans.

A Collateral is a property or an asset that a borrower offers to a lender/financier as a way of securing a loan. In the event of a borrower (in this case a member) failing to pay their loans, the collateral in question can be liquidated to recover the borrowed loan. In our case however the use of collateral is applied as an option to replace guarantors.

A guarantor in this case is a voluntary member that endorses a borrower's application by way of guarantee; promising to assume liability if the principal borrower fails (defaults) to fulfill their financial obligation to the Society. In the event of a default, the guarantor has to compensate the Society, and automatically acquires an immediate right of action against the principal borrower for any payments made under the guarantee.





We have currently sanctioned land and motor vehicles as the valid collaterals that can secure loans guaranteed. It is in the Society's best interest to deal with a panel of valuers and law firms to perfect and charge a given security. This is to avoid cases of compromised valuation or falsification of collateral details.

The Society shall consider up to 60% if the collateral in question is a motor vehicle and a variable rate where the collateral is land. This is to cover for probable loss occasioned by depreciation of charged assets during the loan term. The charged security has to be co-owned over the loan duration.

Owing to the lengthy process involved in security perfection, valuation, and registration of collaterals, the loan turnaround time of collateral-based loans may take longer (averagely 1-3 Months). The costs and fees charged for valuation and or registration of the collaterals shall be borne by the loan applicant. Collateral-based loans are ideal for huge borrowers owing to the cost implication in fees and charges.

### **CYBER-SECURITY**

Cybercrime constitutes offences that are committed against individuals and or groups of individuals with the malicious motive of harming the reputation of a victim or cause loss through telecommunication networks such as Internet, Mobile apps etc.

The year 2018 witnessed a sharp rise in the commission of cybercrimes by unscrupulous hackers and fraudsters that largely hit financial institutions and the SACCO sector in particular.

Deployment of Innovative solutions without proper security controls in place (such as encryption, certificate validation and user account management) has exposed a number of entities and SACCOs alike to cyber-attacks. Common types of cybercrime include insider threats, attacks on computer systems, identity theft, phishing, data exfiltration, online fraud scams and ransomware.

We are alive to these developments and have instituted remedial steps to enforce and implement effective Cybersecurity policies. We have beefed-up our internet-connected systems including hardware, software and data, from potential cyber threats in order to foster a safer cyberspace. We will also be conducting Cybersecurity awareness and capacity building, adopt early warning systems and make technical advisories, besides promptly responding to cyber incidents.

We therefore urge members to be extra vigilant in reporting any suspicious threats that may be targeting to compromise the security of their personal accounts in the SACCO. Members should stay wary of prompting messages, emails or calls from anonymous sources. They should avoid sharing of personal information including passwords or pins which can adversely expose them and lead to unwarranted losses. Members should alert the Society of any such incidences through email or calling at [ushurusacco@africa-online.co.ke](mailto:ushurusacco@africa-online.co.ke) or 020 271 9660.



## OFFICE-SPACE LETTING

We successfully relocated and settled in the new office premises at Ushuru SACCO Centre. This was necessitated by the need to have an ample working space for conducting the Society's business as we continue to grow in leaps and bounds. Further given the growing staff capacity, introduction of FOSA and the inherent infrastructural demands of enabling its operations; the building comes in handy to smoothen Society operations.

The Society currently occupies two floors of the ultra-modern 8-storey building. The rest of the six (6) floors are available for letting. Members are urged as brand ambassadors in good spirit to source and refer potential tenants to the Society. Rental incomes generated from this facility will supplement the Society's liquidity and maximize Society returns.

**USHURU**  
SACCO SOCIETY LIMITED  
Huduma Maradufu!

**OFFICE SPACE TO LET**

Ushuru Sacco Centre an ultra-modern Commercial premises located along Wood Avenue, Kilimani Area, is now letting

**6 Floors To Let**

**AMENITIES**

- Lettable Space per Floor is 3,100 sq. ft.
- 3 Parking Lots
- Serviced by Kitchenette & 2 Cloakrooms for both genders, & disabled persons
- Voice Lifts
- Sufficient Water supply
- Power Back-up generator
- CCTV surveillance and security guards

**CONTACT: 020 2719660/020 2737240**  
ushurusacco@africaonline.co.ke

**Huduma Maradufu!**



*Ushuru Sacco members of staff*



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



The Society is steadily gaining traction in new frontiers courtesy of an elaborate strategic framework and a streamlined process flow. We are building on this to further innovate results-oriented solutions that will effectively manage emerging developments in the foreseeable future.

The service framework in place serves to ensure operational efficiency is sustained, staff productivity is achieved and optimal resource utilization is maintained.

We are keen on maintaining optimum standards in our practice as we keep tabs on technological developments. We have also beefed up our ICT infrastructure to counter electronic fraud and cybercrimes that may adversely expose the Sacco.

We foresee that these innovative strategies coupled with a renewed commitment to deliver on our promise 'Huduma Maradufu' will propel us to the world-leading status we covet. Itemized below are some of the issues of interest for your noting

### **COMMUNICATION CHANNELS**

The Society employs various channels of communication to facilitate general correspondence with members. The available modes of communication include but not limited to telephone, email, online chats and social media platforms. Members are advised to use appropriate channels when conveying their issues to the Society.

Formal instructions to authorize payments, deductions or cash transfers must be captured in official documents. This is due to the sensitive nature of such instructions which can only be executed by documented evidence. Sensitive requests like password resets and or Msacco activations must be originated through duly filled Msacco application forms and or scanned via email.

Members also need to notify the Sacco whenever they change their mobile-phone lines or email addresses. This is to ensure that information is precisely relayed to the intended recipients. This also to ensure that members don't miss out on critical communication

General enquiries on the Society's products or services can be done via telephone (020 271 9660), email ([ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke)), social media accounts or Web chats. Any other developments in the Sacco will also be relayed through the registered email addresses and mobile phones.

Online chats and Social media accounts are largely informal in nature and are recommended for marketing requests and general information. For complains, compliments and suggestions one can relay their grievances or issues through the Society's suggestion box or register their issues on email.



## **DIRECT DEBITS**

The Direct Debit System is an arrangement between member's bank and the Society which gives the Society express authority to transfer money from a member's account on agreed dates, typically in order to meet their financial obligations in the SACCO.

This arrangement works such that the Direct Debit forms are duly filled and submitted to the Office, approved and later a member's bank is notified to execute the deductions as advised by the Society. Members who are not on Check-Off are advised to make arrangements and remit their contributions plus loan payments via Direct Debits. We are no longer using standing orders for cash members.

This arrangement will still hold as a precursor to the inauguration of FOSA operations after which we will advise all members on cash to move their accounts to FOSA.

## **NEXT OF KIN FORMS AND FAMILY RECORDS**

The Co-operative Society's Act (Cap 490A) section 39 of the laws of Kenya requires members of financial institutions to stipulate and nominate next of kin persons. The Society has a next of Kin form downloadable from the website. The form allows a member to allocate nominated persons a specific fraction as entitlements to funds left behind by a deceased member. This can limitlessly be revised from time to time as and when a member feels like. The Next of Kin form acts as a critical guide to claims made upon the demise of a principal member.

Members are also required to keep an up to date family record. This record outlines the nuclear family of the principal member and does not give express entitlement to claims upon the demise of a principal member.

## **CHECK OFF DEDUCTIONS**

The SACCO has continued to enjoy a mutual working relationship with most payroll centres. So far a majority of payroll units are executing deduction instructions on time and are promptly remitting their data for synchronization. The KRA payroll was slightly affected at some point last year due to a system upgrade which virtually changed the format of their pay slips. This newly generated format does not capture up to date balances. Members are therefore advised to use the web portal instead in order to counter-check their balances in real time.

Our cutoff dates for members on check off remains the 5th of every month. Any intended check-off adjustments or payments should be made not later than the 5th day of every month. Instructions/payments delayed beyond the 5th will be rolled over to be effected in the subsequent month.

Members in KRA should also take note of the fact that we currently factor-in medical contributions unlike previously when the same was exempted in calculation of one's ability/qualification (based on the 1/3rd rule threshold).





## **BANK DEPOSITS**

Members who may prefer making deposits for the purposes of loan payments or boasting their share-contributions via the bank are reminded to take note of the details below:

**BANK NAME:** CO-OPERATIVE BANK OF KENYA  
**ACCOUNT NAME:** USHURU SACCO SOCIETY LTD  
**ACCOUNT NUMBER:** 01120040124500  
**BRANCH:** KILIMANI BRANCH

After making such a deposit, one should scan the deposit slip and send to the Society via email: [ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke) with notes narrating how the deposit should be treated eg. Deposits to be channeled towards loan payment or share boasting etc.

## **WEB PORTAL**

The Society has a Self Service web portal which integrates information and avails them to an end-user at the click of a button. One needs to visit the Society's website: [ushuru-sacco.com](http://ushuru-sacco.com) in order to access the web portal by clicking on the member login tab. This will navigate a member to a user-interface which will prompt them for Login credentials. Where a member is not registered, one will need to enter their National ID No. as username and click on Reset My Account Credentials. This click should generate a new password to the member's registered email. Retrieve the sent password from your email and use it to Login. Then one should immediately change their password to suit their preference for onward use.

Subsequently, a member will then be able to access a number of service options as pertains their status in the SACCO including confirmation of dividends, share deposits, Free Shares (amounts available to guarantee), Loan balances, Next of Kin nominees and family records amongst other information that may be of interest to a member.

The use of the web-portal is highly recommended for members so as to minimize on telephone traffic, save on time and enjoy convenience.



*Nairobi Branch Delegates*





## MEMBER SERVICE CHARTER

SERVICE	REQUIREMENTS	TURNAROUND TIME	DEPT
1 Email and written correspondence		• Reply within 24 hrs	Administration
2 Telephone call		• Immediately	All
3 General enquiries at desk		• 5 minutes	All
4 Membership application	<ul style="list-style-type: none"> <li>• Duly filled membership forms</li> <li>• Copy of National ID and Colored passport photo</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm receipt within 48 hrs</li> <li>• Board approval within 30 days</li> </ul>	Administration
5 Social media comments & inquiries		• Response within 1 hour	Marketing
6 Requests for Marketing visit		• Confirmation within 24 hrs	
7 Almasi loan processing	<ul style="list-style-type: none"> <li>• Duly filled loan application form</li> <li>• Signed by a witness</li> </ul>	• Maximum 30 minutes	Credit
8 Normal, Refinance, Emergency, School fees, Jongea, Tiba and Shujaa loan	<ul style="list-style-type: none"> <li>• Duly filled loan application form</li> <li>• Signed by guarantors</li> <li>• Copies of two latest pay slips</li> <li>• Copy of National ID</li> <li>• Loan form endorsed by employer</li> <li>• Signed by witness</li> </ul>	• Within 48hrs	
9 Mpoa Loan	• Msacco registered members	• Within 2minutes	IT
10 Refund deductions from payroll	• Attached relevant evidentiary documents	• Within 24hrs	Credit
11 M-Sacco registration(walk ins)	<ul style="list-style-type: none"> <li>• Duly filled M-Sacco registration form</li> <li>• Copy of National ID</li> </ul>	• 5 minutes	IT
12 M-Sacco registration (via email)	<ul style="list-style-type: none"> <li>• Duly filled M-Sacco registration form</li> <li>• Copy of National ID</li> </ul>	• Within 12hrs	
13 Live chat responses		• 2 minutes	
14 M-Sacco pin resets	• Phone call or written request	• 5 minutes	
15 Portal password requests	• Phone call or written request	• 10 minutes	
16 Receipting deposit slips(walk ins)	• Depositslip	• 5 minutes	Finance
17 Receipting deposit slips (via email)	• Depositslip	• Within 12hrs	
18 Receipting standing orders	• Standing order	• Within 20 minutes	
19 Cash payments	• Copy of National ID	• Within 10minutes	
20 Loan encashment	• Copy of National ID	• Within 10minutes	
21 Preparation of cheques	• Copy of National ID	• Within 48hrs	
22 Investment withdrawal	<ul style="list-style-type: none"> <li>• Duly filled investment withdrawal form</li> <li>• Copy of National ID</li> </ul>	• Within 30minutes	
23 Membership withdrawal	<ul style="list-style-type: none"> <li>• Duly filled membership Withdrawal form</li> <li>• Duly executed guarantor substitution forms</li> </ul>	• Within 2months	



## Resolutions for the year 2019

The 33rd Annual Delegates Meeting discussed and passed the following as resolutions for implementation: -

1. That Dividends on paid-up Share capital for the period ending 31st December 2018 be paid to members and re-capitalization at **12%** (less withholding tax) in the month of April 2019.
2. That Interest on Members' deposits for the period ending 31st December 2018 be paid to members at **9%** on weighted average basis (less withholding tax and CAK fees) in the month of April 2019. This will apply to deposits held with the Society as at 31st December, 2018 on active members.
3. That Interest on Members' Investment product for the period ending 31st December 2018 be paid to members at **7%** on weighted average basis (less withholding tax) in the month of May 2019. This will apply to Investment deposits held as at 31st December, 2018.
4. That Honorarium at prescribed rates be paid to the Management Board, Supervisory Committee members and Branch officials. The Staff also be paid a bonus as prescribed.
5. That the Society's borrowing power is maintained at Kshs. Fifty (50) million for the purpose of furthering the objectives of the Society.
6. That Branch officials, Supervisory and Board members moved from their electoral stations within the Branch in the specified locality from which officials are normally drawn shall not lose their seats.
7. That RMF Contributions and benefits be amended effective 1st July 2019 as follows:
  - a) Monthly Contribution to remain at Kshs 300 per month
  - b) Percentage charge on loans above **Kshs 500,000** be reduced from 3% to 1.5%, but to apply to ALL loans above Ksh 500,000 on every application and on a cumulative basis
  - c) Total loan write off in case of death of a member irrespective of the time loan is taken.
  - d) Funeral rider to increase from Kshs 40,000 to **Kshs 50, 000** in case of death of a member.
  - e) Funeral rider for declared spouses and children is increased from Kshs 10,000 to **Kshs 20,000.**



## Financial Performance

The society has continued to record good performance as highlighted in the table below:

Year	Membership	Share /Deposits (Kshs) weighted	Loans to Members (Kshs)	Total Assets	Interest/ Dividend Kshs	Average Dividend/ Interest (Percentage)
2005	2189	402,058,600	436,039,400	465,189,932	32,968,800	8.2%
2006	2335	491,550,100	538,962,800	578,425,800	40,798,700	8.3%
2007	2568	610,556,600	668,836,100	728,790,747	54,950,000	9.0%
2008	3056	731,420,700	800,435,700	856,148,795	54,856,500	7.5%
2009	3424	866,126,490	966,506,200	1,033,339,106	68,767,800	8.0%
2010	3568	1,044,271,903	1,047,172,700	1,202,394,447	87,807,200	*9.0%
2011	3781	1,227,971,411	1,199,996,600	1,448,717,436	106,959,480	*9.0%
2012	4000	1,446,103,014	1,526,762,808	1,725,887,621	133,675,388	*10.0%
2013	4298	1,659,169,217	1,632,784,028	1,993,559,728	157,242,074	*10.2%
2014	4405	1,832,003,951	1,738,645,750	2,267,908,473	168,030,330	*10.4%
2015	4817	2,096,594,617	2,153,121,256	2,697,617,348	201,033,800	*10.5%
2016	5390	2,501,944,562	2,435,313,623	3,064,675,481	238,471,822	*10.5%
2017	5946	2,746,532,142	2,680,471,466	3,461,176,885	255,133,581	*10.5%
2018	6392	3,102,359,666	2,900,963,937	3,849,501,344	242,560,890	*9.0%



## BRANCH OFFICIALS

### Nairobi Branch



**Kevin Maina**  
Chairman



**Dorcas Mwandoo**  
Treasurer



**Susan Rita**  
Secretary

### Mombasa Branch



**Edward Talam**  
Chairman



**Jared Obongo**  
Secretary



**Cecilia Mwamino**  
Treasurer

### Eldoret Branch



**Thomas Gwaro**  
Chairman



**Mariamu Amusala**  
Secretary



**Joseph Bett**  
Treasurer

### Kisumu Branch



**CPA Martin Ogola Aluoch**  
Chairman



**Philgona Mwatha Awiti**  
Secretary



**Risper Mukiri**  
Treasurer

## OUR VISION

To be a world leading Sacco in empowering members for quality life.

## OUR MISSION

To provide quality, efficient and affordable products and services while exploiting new technological frontiers.

## OUR OBJECTIVE

To improve the economic lives of our members through provision of quality products and services.

### MAIN OFFICE

Ushuru Sacco Centre  
Kilimani, Wood Avenue.  
P.O Box 52072 - 00200, Nairobi  
Tel: 020 - 2719660  
Email: [ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke)

### MOMBASA - OFFICE

MOMBASA-OFFICE  
Custom House(Ground floor Rm No. 6)  
P.O Box 90601, Mombasa  
Tel: 020-2170661  
Email: [ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke)

### ELDORET - OFFICE

Kiptagich House, 4th Floor(Rm No. 416)  
P.O Box 402, Eldoret  
Tel: 053-8015853  
Email: [ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke)

### KISUMU - OFFICE

Swan Centre, 1st Floor  
P.O Box 94, Kisumu  
Tel: 020-2391343  
Email: [ushurusacco@africaonline.co.ke](mailto:ushurusacco@africaonline.co.ke)

