



QUESTION	ANSWER
Hello? When are you paying the dividends?	The board did not recommend dividend payment for this year but in future when performance improves this will be looked into
Where will AGM meeting be held?	Due to MOH restrictions, the AGM will be held via electronic communication this year. A livestream link has been sent to shareholders who registered for the AGM.
I have never received any dividend since I invested.	Please get in touch with our appointed Registrars – Image Registrars for further assistance
Gift	Gifts are usually given out to shareholders in attendance at the day of the AGM. For virtual meetings, unfortunately there are no giveaways
Can my dividends be sent to my M-pesa	To receive future dividends via m-pesa please contact our share registrars, Image Registrars to fill out the necessary forms.
Nitaeza pataje financial statements	The financial statements can be downloaded from the company’s website.
How to get dividends instead of shares certificates	Please get in touch with our appointed Registrars – Image Registrars for further assistance
Kindly advise me on process of disposing my shares.	Please get in touch with our appointed Registrars – Image Registrars for further assistance
I have never received my certificates	Please get in touch with our appointed Registrars – Image Registrars for further assistance
Can I correct the last name of my spouse is wrongly written on the share certificate	Kindly write a letter indicating the same and attach the necessary documents (Copies of current share certificate and ID card). The letter can then be dropped in any of our branches for action.
Purchase of shares- How can I purchase more shares	Please contact any SMEP office for assistance or get in touch with our appointed Registrars – Image Registrars for further assistance
What is CDS account	Please get in touch with our appointed Registrars – Image Registrars for further assistance
How many shares do I have	Please get in touch with our appointed Registrars – Image Registrars for further assistance
Market price per share	The market price is Kes 11
How do you know about your payments if you have lost account details?	Please contact any SMEP office for assistance or get in touch with our appointed Registrars – Image Registrars for further assistance
how can I access my divided pls?	Please note the board did not approve dividend payment
my account is closed	Please contact any SMEP office for assistance
How Can I Get A Pin Reset	Please contact any SMEP office for assistance
How much are my shares	Please get in touch with our appointed Registrars – Image Registrars for further assistance
are we getting the dividends in terms of Money or share?	Please note the board did not approve dividend payment
Have dividends been declared before?	Please note the board did not approve dividend payment
mbona hampemani dividend?	Please note the board did not approve dividend payment
can I get school loan?	Please contact any SMEP office for assistance
How do I open a bank account as a shareholder?	Please contact any SMEP office for assistance
Why do you charge dividend withdrawals?	Please note the board did not approve dividend payment