



Central Bank of Kenya



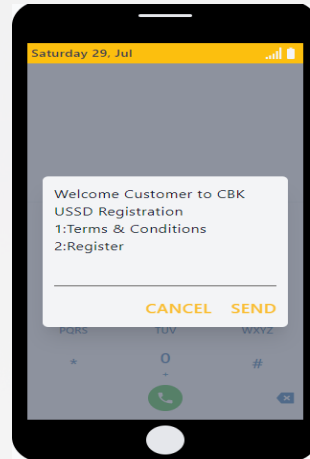
DhowCSD
Central Bank of Kenya

1. Activating TMD Service

Step 1. For existing investors with mobile number records in DhowCSD system, dial *866# to activate TMD Service and following is displayed

NB. For non-existing investors or existing investors with no mobile number record in DhowCSD system, dial *866# to access TMD Service and following message will be displayed

“You are not registered for CBK USSD Service. Visit www.centralbank.go.ke for further details”



Step 2. If investor selects 1. Terms & Conditions the following message is displayed with a link to CBK website

Step 3. If investor selects 2. Register the following details are displayed to enable investor to activate the Service.

Confirm Details Below

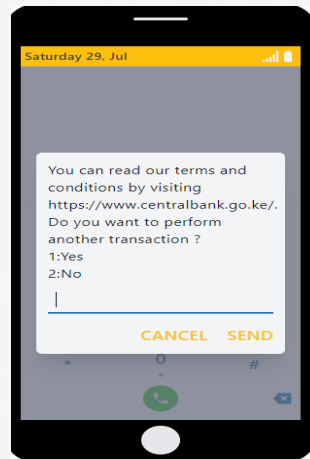
Name: JOHN MARTIN

Email: johnmarto@gmail.com

1: Confirm

2: Cancel

00: Previous menu

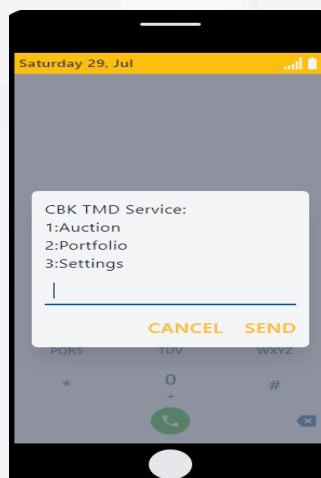


Step 4. After selection of 1 Confirm investor will receive the following SMS message

“Dear customer, your self-registration request was successful. Kindly dial *866# and use OTP sent via SMS to login”

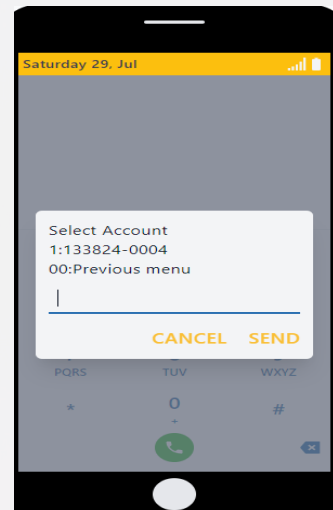
Step 5. Investor will dial *866# and enter the OTP as the old PIN

Step 6. Investor will be prompted to enter and re-enter New PIN after which the following menu items will be displayed



2. Auction Bidding

Step 1. If menu item 1. Auction is selected all the CSD account(s) held by investor will be listed for investor to select



Step 2. After selecting the Account option investor will be prompted to select Security Type as displayed below

Step 3. list of Securities on offer under either option may be displayed as below for either Treasury Bills or Treasury Bonds respectively

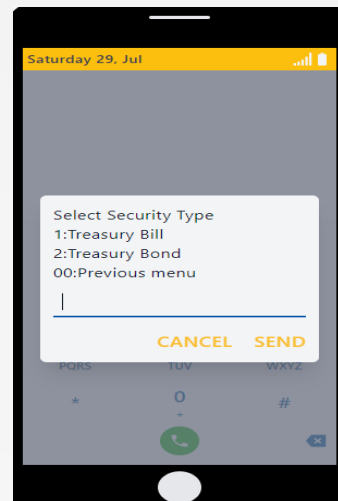
1: 2353/091_KEK00004777

2: 2326/182_KEK00003577

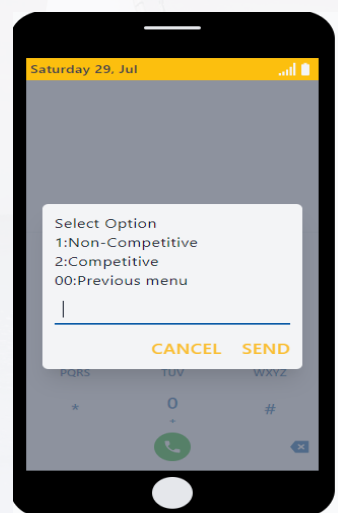
3: 2272/364_KEK00004633
or

1: FXD1/2019/10_KEB00007655

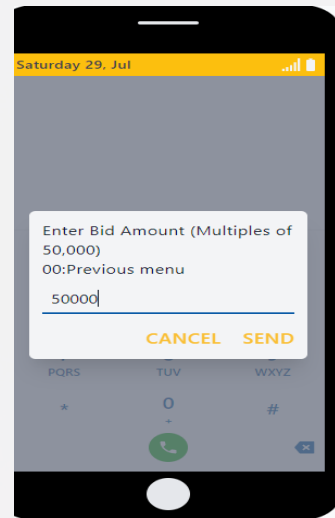
2: FXD1/2019/005_KEB00009833



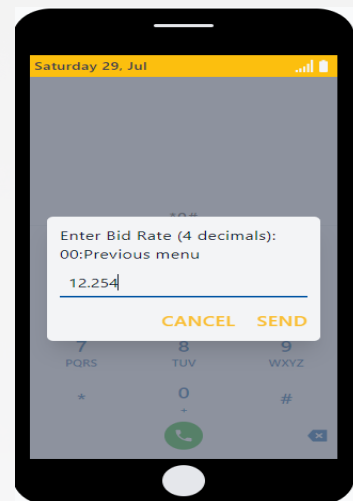
Step 4. After selecting one of the Securities listed the option to either submit a Competitive or Non-Competitive bid will be displayed as shown below



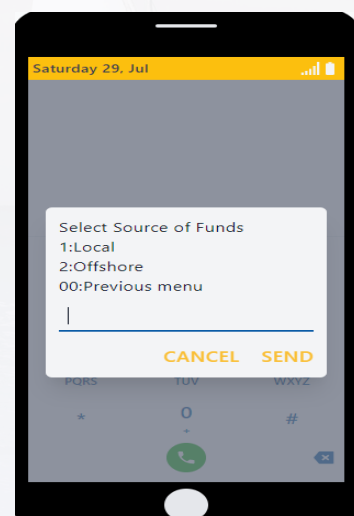
Step 5. If Investor select Competitive or Non-Competitive option service will request input of bid amount as shown below



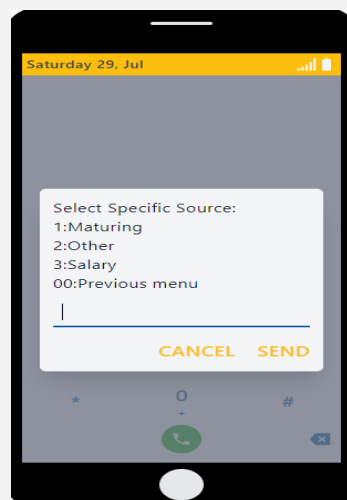
Step 6. If investor selects Competitive option Service will request for input of bid rate as shown below



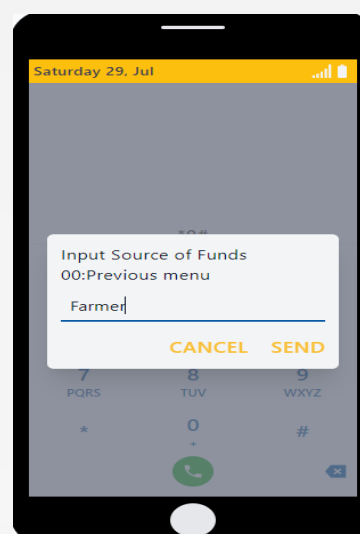
Step 7. Service will request for investor to select Source of funds options as displayed below



Step 8. Service will request for investor to select Specific Source with list of options displayed below



Step 9. If Investor selects other, service will provide field for input



Step 10. The details for Competitive and Non-Competitive bids will be displayed for confirmation before being submitted as per following samples.

Bills

Please confirm your bid details:

Issue: 2353/091_KEK00004777

Amount: 1,000,000.00

Rate: 10.5750

1: Confirm

2: Cancel

Please confirm your bid details:

Issue: 2353/091_KEK00004777

Amount: 1,000,000.00

1: Confirm

2: Cancel

Bills

Please confirm your bid details:

Issue: FXD1/2019/10_KEB00007655

Amount: 2,500,000.00

Rate: 14.9865

1: Confirm

2: Cancel

Please confirm your bid details:

Issue: FXD1/2019/10_KEB00007655

Amount: 1,500,000.00

1: Confirm

2: Cancel

Step 11. Investor will select the Confirm option to submit bids and receive the following SMS message

“Dear John Martin, Your bid on auction 2353/091_KEK00004777 has submitted successfully and is being processed. You will receive an SMS response shortly. Continue?

1: Yes

2: No

Step 12. Investor will receive the following SMS message confirming that bid has been received in DhowCSD
“Dear Investor, your bid has been created for auction. Issue No. 2353/091_KEK0000477
STOP*456*9*5#

Step 13. Upon closing of Auction, the investor will receive either a message for Successful or rejected bid as shown in below samples.

Dear Investor, bid for auction 2353/091_KEK0000477 status is successful.

Dear Investor, bid for Auction FXD1/2019/010_KEB00007655 status is rejected.

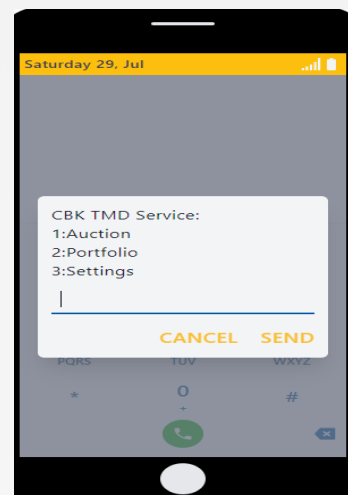
Step 14. Subsequently, the investor will receive a message for transaction amount for successful bids as shown in below samples.

New transaction created with date 22/05/2023 and security : 2353/091_KEK0000477

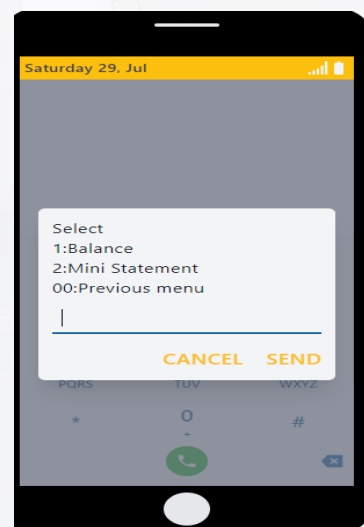
New transaction created with date 22/05/2023 and security: FXD1/2019/010 – KEB000005435

3. Portfolio

Step 1. Investor dials *866# > Enters PIN> to access the CBK Mobile service menu



Step 2. Investor select option 2. **Portfolio** and the following options are displayed



Step 3. If Investor selects 1. **Balance** service displays the following

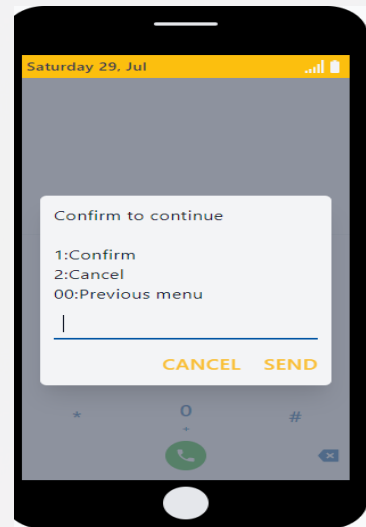
Step 4. Investor will select the Confirm option to submit request and receive the following SMS message

“Dear John Martin, Your portfolio balance request has been received. You will receive an SMS response shortly. Continue?

1: Yes

2: No

Step 5. Investor will receive the following SMS message displaying balances “Dear Investor, your balances are as follows:
Bills KES 1,400,000.00 Bonds KES1,000,000.00
STOP*456*9*5#



Step 6. If Investor selects 2. **Mini Statement** service displays the following

Step 7. Investor will select the Confirm option to submit request and receive the following SMS message

“Dear John Martin, Your mini statement request has been received. You will receive an SMS response shortly. Continue?

1: Yes

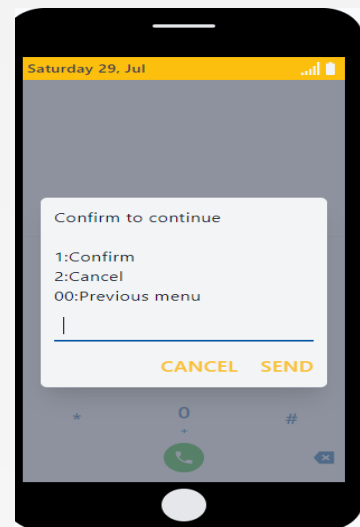
2: No

Step 8. Investor will receive the following SMS message for last 5 most recent transactions

“Dear Investor, your most recent transaction are as follows:

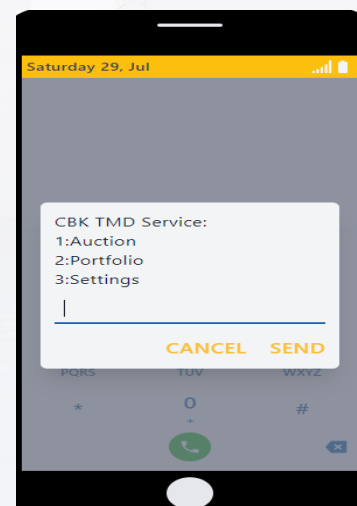
KEK000004529 2023-07-25 10,000,000.00

KEF000006868 2023-07-25 20,000,000.00

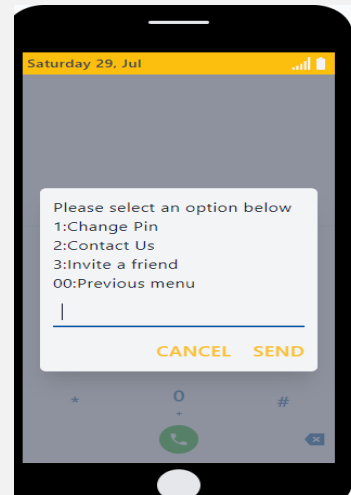


4. Settings

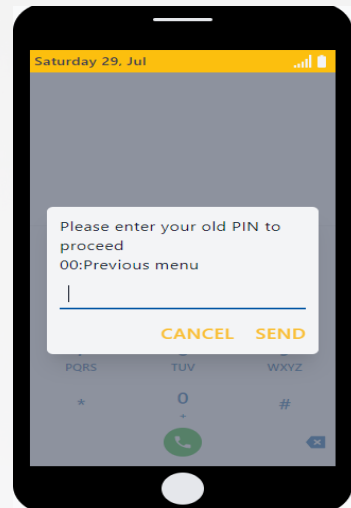
Step 1. Investor dials *866# > Enters PIN> to access the CBK Mobile service menu



Step 2. Investor will select option 3. **Settings** and the following options will be displayed



Step 3. If Investor opts to select 1. **Change Pin** service will display following instruction



Step 4. Investor will be prompted to enter new 4 digit PIN and re-enter the same

Step 5. Investor will be required to confirm PIN change as displayed below

Dear John Martin, are you sure you want to change your PIN?

1: Confirm

2: Cancel

Step 6. Investor will receive the following SMS message confirming PIN change

Dear John Martin, your PIN change request was successful. Kindly dial *866# to login.

