



Central Bank of Kenya



DhowCSD
Central Bank of Kenya

REQUIREMENTS FOR INDIVIDUALS OPENING A *DhowCSD* CSD ACCOUNT FOR INDIVIDUALS/JOINT ACCOUNTS

NOTE

A computer/ laptop is required to log into the Investor Portal (IP) using the following link dhowcsd.centralbank.go.ke

- A Mobile device/phone is required to log into the mobile application. The *DhowCSD* App is available on Google Play store or Apple App store.
- Individuals may hold a **single or joint** CDS accounts but **NO** minor accounts.
- The registration process must be completed within seven days or else the incomplete Individual's profile will be **autodeleted** by the system.
- A step-by-step user guide can be found on CBK Website.

REGISTRATION REQUIREMENTS

1. A valid email address is required for a successful login to the Investor Portal or Mobile App.
1. The following Individuals' details are **mandatory** inputs in the Investor Portal or Mobile App:
 - I. User type - Physical person
 - II. Name, address, and other bio data
 - III. Valid mobile number
 - IV. KRA pin
2. The Individual's settlement details (Valid & Active) are a mandatory requirement:
 - I. Investor Settlement account (Bank Account number)
 - II. Investor settlement account title (Account name as per bank details)
 - III. Settlement bank (commercial bank)
3. Individuals are required to **upload** the following mandatory documents:
 - I. A clear coloured Passport size photo
 - II. Identification Document (National ID/Passport/Alien card)
 - III. KRA pin – which is mandatory
 - IV. KRA exemption certificate where applicable.
4. Once an individual has created their Profile on the Investor Portal or Mobile App, they shall receive an **email notification** with the Username details.
5. The assigned Username or email shall be required for any **future** logins to access the Investor Portal or Mobile App

KINDLY NOTE

- ✓ To create a joint account, each Jointee must first have an individual, existing and Active profile on the Investor Portal/Mobile Application which is then used to create a joint account via the Investor Portal.
- ✓ Change of **email and settlement details** shall be done **by a CBK administrator**. The relevant form is available for download on our website. Investors can visit the nearest Branch/Centre or alternatively contact us via Telephone on 0709 081 222 or Toll-Free 0800 720 222. US Based Investors can contact us Toll-free on +1 (833) 201 0220. Emails can be sent to: ndo@centralbank.go.ke