



SCALING BACK OF FACE TO FACE OPERATIONS AT HELB HEADQUARTERS

Dear Valued Customer,

Following the issuance of Public Order Number 2 of 2021 on the Coronavirus Pandemic by the President on **26th March 2021**, HELB will effective, **29th March 2021**, significantly scale back on face to face interactions at our Anniversary Towers Offices. We therefore request customers to access our services through our various alternative channels and only visit our offices where absolutely necessary.



Self Service Options

During this high-risk period, we urge all customers to avoid face to face interaction and take advantage of our self-service channels namely:

1. Students: HELB Student Portal via www.helb.co.ke and USSD *642#
2. Loanees [Repayment]: HELB Loanees Portal via www.helb.co.ke and USSD *642#
M-Pesa Paybill 200800, Your ID is your Account Number
Direct bank Deposit Options available on www.helb.co.ke
3. Employers: HELB Employer Portal via www.helb.co.ke and remittance@helb.co.ke

Alternative Channels

We request customers to use the following channels in the event they wish to engage us:

1. Self-Serve Options:
HELB Portals
USSD *642#
HELB Mobile App
2. Social Media:
 <https://twitter.com/HELBpage>
 <https://www.facebook.com/HELBpage/>
3. Email: contactcentre@helb.co.ke
4. Contact Centre: 0711052000

EMPOWERING DREAMS