

A woman in a white Qona Sacco uniform is speaking into a microphone. She is smiling and looking down. The background is slightly blurred, showing other people in similar uniforms. The Qona Sacco logo is visible on her uniform, which includes the text "Qona Sacco" and "life • aspire • do more".

# THE QONA's Corner

YOUR VOICE . YOUR NEWS . YOUR NEWSLETTER

1

Qona Sacco Finds a New Home.

2

Of New Address For Big Dreams.

3

From Customer Service to Member Care.

4

Fresh Faces Fresh Fire at Qona Sacco

5

The Rising Star with a Red Pen; Nelius Nduati

Qona Sacco

# FINDS A NEW Home

For more than a decade, if you wanted to find Qona Sacco, you went to the Safaricom Care Center building. That's where the faithful trudged in with their hopes folded in brown envelopes, and where dreams of loans, dividends, and savings accounts were served with equal measure of warmth and paperwork. The lift there knew our footsteps. The security guard knew our faces, sometimes our moods. The reception had seen all our seasons, the bright-eyed fresher saving his first 2,000 shillings, the young mother calculating school fees, the retiree with the calm patience of someone who has already wrestled life and won.



There is something about moving houses. You pack things you didn't even know you had. Old receipts. Batteries that don't work. That one spoon that somehow disappears when visitors come but always finds its way back. Moving means new beginnings, new neighbours, new memories.

Qona Sacco knows this feeling. After years of calling the Safaricom Care Center home, the Sacco packed its files, computers, and dreams and moved into its new headquarters at GoodMan Plaza.



GoodMan Plaza. Even the name sounds like the kind of address you want on your business card. It rolls off the tongue like a promise. It's spacious, modern, and just the right place for a Sacco that has been quietly growing, steadily serving, and now boldly stepping into a new chapter.

This isn't just about new walls and shinier floors. It's about creating a home where members feel welcomed, where service isn't cramped, and where ambitions have room to stretch. If buildings had personalities, this new office would be that friend who always wears crisp white shirts, smells of confidence, and never seems to run out of ideas.

Of course, a Sacco isn't about furniture or buildings. It's about people. About members who walk in with hope for their businesses, for their families, for their future.

Leaving Safaricom Care Center isn't forgetting. No, you never forget your first home. You carry it with you. But Qona Sacco now walks into GoodMan Plaza taller, chest out, saying: we've come a long way, and the journey continues.

# OF NEW ADDRESS FOR BIG DREAMS



## HOW SERIOUS?

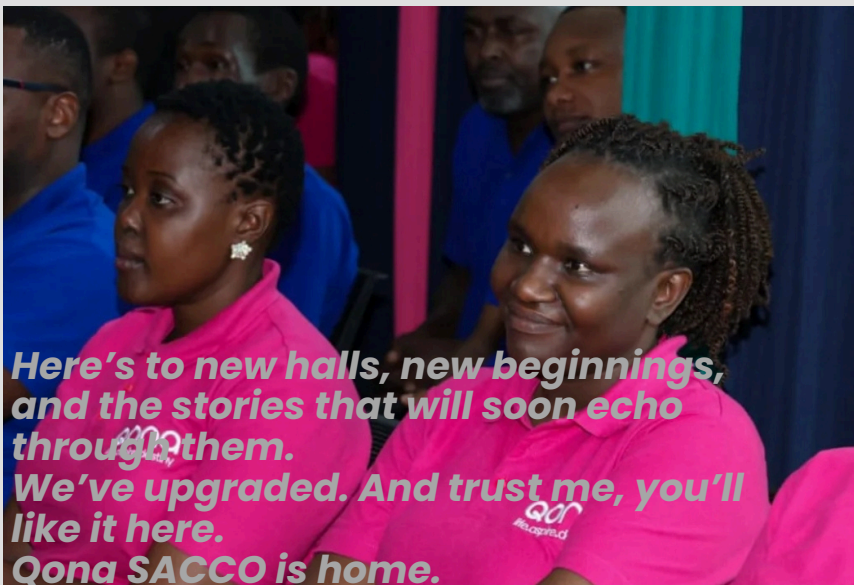
You know it's serious when a SACCO gets itself a new home. Not just a new office, no, that would be too plain. Qona Sacco decided to do it in style. On the 5th of September 2025, the doors swung open to our new headquarters, and with it, a new chapter.

## DARE TO DREAM!

Picture this: a building along Waiyaki Way that doesn't just house desks and computers but holds ambition. The kind of space where strategy smells like fresh paint, and growth hums in the air like an expensive air conditioner. Members & Guests walked in, and you could see it on their faces, this wasn't just about walls and windows.

## FEEL IT!

This wasn't just brick and glass; this was about people. About a community of dreamers pooling shillings and faith, carving futures one deposit at a time. The launch was a nod to growth, yes but also to resilience, trust, and the kind of vision that doesn't just talk, it builds.



**Here's to new halls, new beginnings, and the stories that will soon echo through them. We've upgraded. And trust me, you'll like it here. Qona SACCO is home.**

There were speeches, of course. And applause. But more importantly, there was pride. The kind that says, we built this together, brick by brick, deposit by deposit. The kind that makes you straighten your shoulders and believe in the journey ahead.

Yes, Qona Sacco has a new address. What we launched was not just an office. We launched possibility. We launched tomorrow.

So if you ever find yourself along Waiyaki Way, look out for the building that wears confidence, walk into GoodMan Plaza. The doors are wide open. The seats are warmer. And somewhere in those walls, your future savings are waiting, tapping their feet, eager to grow.



## **From Customer Service to Member Care: The Qona Way**

At first, it was just a desk. A modest one, squeezed between the accounts office and the water dispenser. That was “customer service.” A polite young lad/lady sat there, answering calls in that polite way you do when you’ve just been given responsibility but not power. He/she had a smile that could calm a man whose loan application was taking forever. Besides was a laminated chart of “Our Customer Service Core Values,” which we dusted every morning.



At Qona Sacco, we’ve watched our members queue, fidget, and sigh as they wait for answers. We’ve seen how “customer service” has often meant transactional smiles and scripted politeness. Necessary, yes. But not enough. Not for you, not for us.

But things have changed. Because help is not just answering calls anymore. Help is knowing that someone’s daughter is going off to college and they need their loan on time. Help is remembering that Mama Wanjiku prefers to be called in Swahili because it feels warmer, less transactional. Help is empathy, layered with efficiency, sprinkled with accountability.

# THE QONA WAY

## MEMBER CARE DEPARTMENT.

### MEMBER, WE CARE.

Now, Member Care is not just a phone call away; it is an experience. It's the department that sits at the very heart of Qona, ensuring every member is not just heard, but understood. It's where listening comes before solutions, where data meets compassion, where every complaint is not an interruption but a compass pointing us to do better.

### LESS CALL CENTER, MORE CARE CENTER.

The transition was deliberate. Not cosmetic. We invested in systems, people, and training. We traded scripts for genuine conversations. We replaced "ticket numbers" with names. Because at Qona, members are not numbers; they are stories. And every story matters. So yes, you'll still meet the young lady/lad at our front desk, only now they don't sound like they're reading from a rigid customer service handbook. They sound like someone who knows you, because in many ways, they do.

### CONNECTION

Because members don't just want service. They want connection. They want to know that on the other end of the line, or the desk, or the app, is someone who gets it. And that's what Qona is committed to delivering, one conversation at a time.

### HIGHLIGHT

So, Qona outgrew "customer service." It was like wearing primary school shorts in high school, you can, but it looks awkward. Instead, we stitched a new suit. Tailored, fitting, dignified. We call it the Member Care Department.

## Enter our new team.

### Member Care Department



Ruth Atambo

The folks whose smiles will meet you before the seats do. They're here to ensure your calls don't die in voicemail, your emails don't float into space, and your concerns don't gather dust in a drawer

### Procurement



David Mungai

The squad behind the scenes making sure everything works like it should. They're the ones making sure there's ink in the printer when you need a form signed, that systems run without hiccups, and that service doesn't pause because "the supplier hasn't delivered."

### IT department



Evans Koech

Faces that actually smile, hold conversations, and still know how to charm a stubborn system back to life. We don't just see them as IT staff; these are the people who make sure your online transactions don't vanish into the abyss, that your account behaves itself, we see them as architects of efficiency

### Marketing



Richmond Omari

The storytellers, the bridge builders, the hype squad. They're here to make sure you don't miss out on opportunities, products, or that thing you didn't even know you needed until we told you about it.

# WHEN THE CROWN FITS



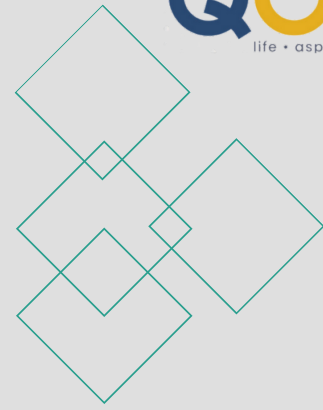
## USHIRIKA DAY

On this year's Ushirika Day, Qona DT Sacco didn't just show up Qona emerged third-best nationwide in managing members' deposits. That means members don't just trust Qona with their money, they believe in its vision. A vision deeply rooted in co-operative values. In people. In progress. In shared success.



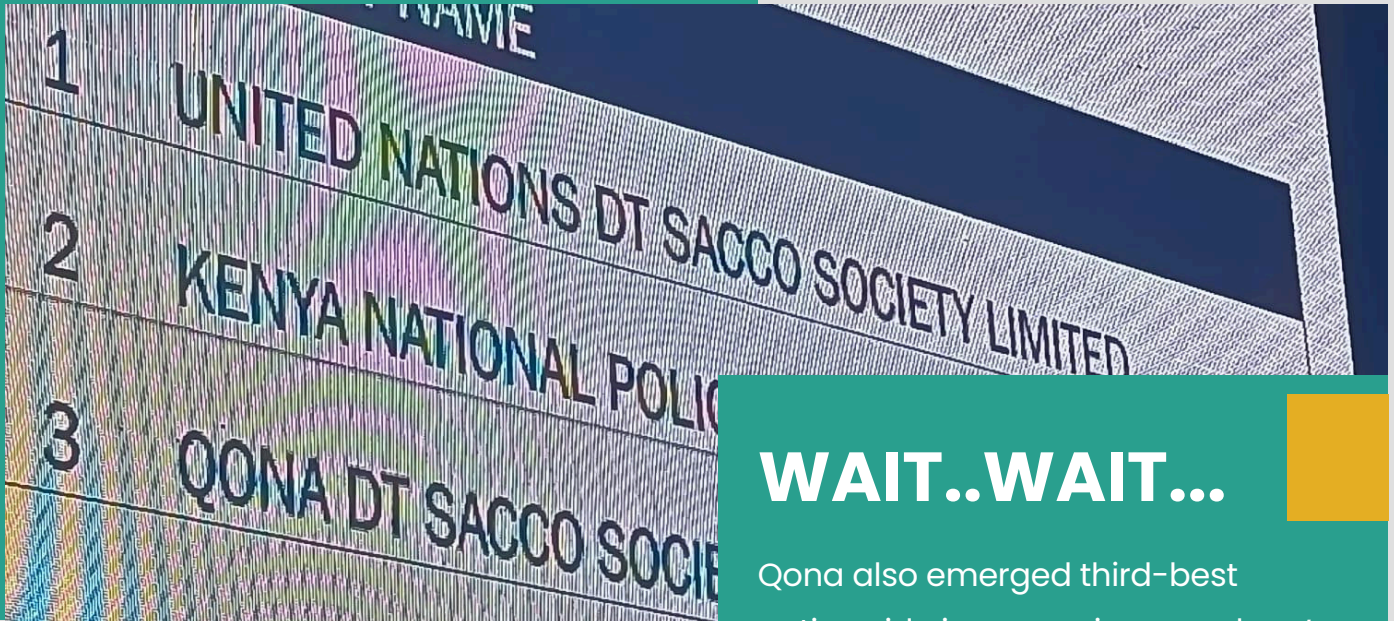
## CHRISTIES SEVENS

And if you thought Qona would retreat into boardrooms and audit files, you're mistaken. They showed up at the Christies Sevens, not in rugby boots, but in marketing muscle. Because strategy isn't only about spreadsheets; sometimes it's about rubbing shoulders with fans, laughter under tents, and being seen where the pulse of the nation beats loudest. Smart move.



# WHEN THE CROWN FITS

[WWW.QONASACCO.COM](http://WWW.QONASACCO.COM)

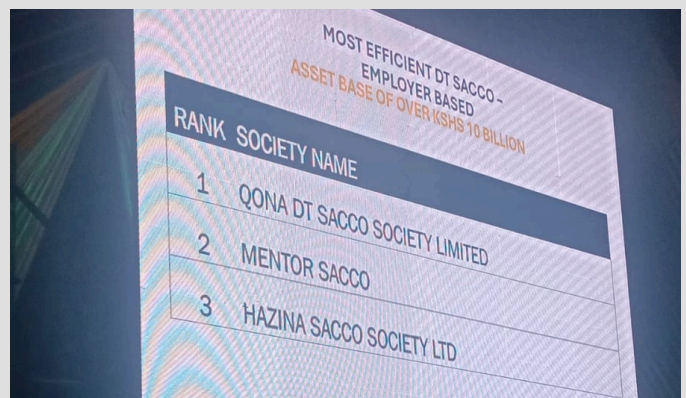


## WAIT..WAIT...

Qona also emerged third-best nationwide in managing members' deposits. That means members don't just trust Qona with their money, they believe in its vision. A vision deeply rooted in co-operative values. In people. In progress. In shared success.

## WHEN YOU'RE BIG YOU'RE BIG!

Crowned the Most Efficient Employer-Based Financial Co-operative in the country, Qona didn't just walk into glory, it worked for it. In listening to its members. And in building something quietly revolutionary: a financial institution that remembers the human in humanity. This was a positive nod to consistency. A bow to excellence. A salute to a team that has kept its eyes on the vision and its feet firmly on co-operative grounds and principles.



**BIG MOTION!!!**

# ALL SAINTS' CATHEDRAL

## Family Golf Tournament 2025

ALL SAINTS' CATHEDRAL NAIROBI  
Children & Teens Centre

All Saints' Cathedral, Nairobi

FAMILY

# GOLF TOURNAMENT

The All Saints' Cathedral Family Golf Tournament 2025 was not just a game; it was a communion of sorts fairways meeting faith, fellowship meeting fun. And Qona Sacco was right there, not just as partners but as part of the story.

## QONA SWINGS TO VICTORY



“

Here's to growth and to wins on and off the course.

Being partners at this tournament was bigger than branding and banners. It was about community. About celebrating moments where members shine, not just in boardrooms or balance sheets, but out there under open skies with drivers, irons and putters.

So yes, we came. We partnered. We cheered. And in true Qona style, we left with more than just memories, we left with trophies.

**N**ow, golf is not a game for the faint-hearted. It's patience dressed up as a sport. But patience has always been our thing at Qona. We invest, we wait, we grow. So it wasn't surprising that when the winners' list was called out, a good number of the names had something in common, they belonged to our Qona family. Our members didn't just show up; they swung, they won, they owned the greens.



“

To efficiency that wears a crown. To deposits managed like treasure. To strategy that runs on and off the field. Because winning, it turns out, is not just about trophies, it's about trust. And Qona has plenty of both.



**RISING AUDITOR OF THE YEAR.**

# NELLIUS NDUATI

A U D I T O R

## That's not all, we have Nellius Nduati: The Rising Star with a Red Pen

There she was, in a room full of seasoned auditors in dark suits and the kind of poker faces that can survive a tax raid. A room heavy with numbers, policies, and that invisible weight of “seriousness” auditors are famous for. And then, the name. Her name. Nellius Nduati. Rising Auditor of the Year. The Institute of Internal Auditors doesn't hand that crown to just anyone. You don't stumble into it.



It takes grit, detail, and the uncanny ability to spot the one line in a 50-page report that doesn't quite add up. It takes patience. It takes brains. It takes the quiet stubbornness of someone who knows that excellence isn't an accident. For Nellius, being named the country's Rising Auditor of the Year is not just an award. It's a marker. A reminder that excellence does not hide; it announces itself in boardrooms, in balance sheets, in the subtle art of asking uncomfortable questions and insisting on answers.

## The Wrap



At Qona, this quarter was not just another bunch of months; it was a chapter with its own rhythm. We celebrated milestones, sharpened our vision, and laughed in between meetings (because let's be honest, Excel sheets alone can't sustain a soul). Our members reminded us why we do what we do, because behind every number and transaction, there's a dream brewing.

We also had moments of pride: standing tall in cooperative excellence, proving that efficiency isn't just a buzzword but something you can feel in how we manage members' deposits, serve with heart, and show up at events that matter, like Christies Sevens, where strategy met fun.

And so, as we fold the quarter neatly into memory, we look ahead. The last quarter comes with new promises, new plans, and new opportunities to grow together. To our members, thank you for walking with us, investing with us, and believing in a vision bigger than ourselves.

Qona is more than a SACCO. It's a community, a family, and sometimes, the best wingman when life decides to flex.



**Stay with us. The story  
only gets better.**

STICK  
WITH  
US AS  
WE

**UNLOCK  
POTENTIAL**



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