

REPUBLIC OF KENYA

PETITION NO..... OF 2017

TO THE COMMUNICATIONS AUTHORITY (KENYA)

ASHFORD KOOME
ERIC KITHINJI & 841 OTHERS..... COMPLAINANTS

VERSUS

SAFARICOM (K) LIMITED.....RESPONDENT

COMPLAINT

WE the above named complainants wish to lodge a complaint against Safaricom (K) Limited on the following grounds:-

1. THAT we the named complainants are duly authorized by our co-complainants to lodge this complaint.
2. THAT we are subscribers of Safaricom (K) Limited under a/c Nos.0712-407548 and 0710-791156.
3. THAT Safaricom (K) Limited is duly licenced to offer mobile telephone services with and without Kenya.
4. THAT one of the services Safaricom (K) Limited offers is a credit platform described as **OKOA**.
5. THAT the said credit service charges an interest rate of Kshs.10% per every three (3) days or less prepaid as if it is a banking institution, literally translating into over 120% p.a. interest.
6. THAT the subject credit reimbursements are deducted from subscribers' cash airtime purchases upfront contrary to known banking rules.
7. THAT neither Safaricom (K) Limited nor their **OKOA** platform is registered under the national Money Lenders' Laws as a Money Lender.
8. THAT **OKOA** is a predatory scheme on low-income mobile service consumers.
9. THAT consequently **OKOA** platform is operating illegally.



REASONS WHEREFORE we seek the following remedies;

- a) A forensic audit of all OKOA transactions since inception.
- b) A declaration that the OKOA platform is illegal and unconscionable.
- c) A declaration that the OKOA platform is a predatory scheme on low-income mobile service consumers.
- d) Exemplary damages.

DATED at NAIROBI this.....1ST..... Day of FEBRUARY..... 2017.



ASHFORD KOOME



ERIC KITHINJI

FOR AND ON BEHALF OF OTHER 841 COMPLAINANTS

DRAWN BY:

ASHFORD KOOME
ERIC KITHINJI & 841 OTHERS

TO BE SERVED UPON:

1. SAFARICOM (K) LIMITED
P.O. BOX 46350-00100
CITY SQUARE, NAIROBI, KENYA.
2. CABINET SECRETARY
MINISTRY OF INFORMATION, COMMUNICATION AND TECHNOLOGY
TELPOSTA TOWERS
KENYATTA AVENUE, NAIROBI, KENYA.