

**KEY FACTS DOCUMENT – DEPOSITS**

**THIS KEY FACTS DOCUMENT IS IMPORTANT TO YOU. IT SUMMARISES THE TRANSACTION YOU ARE CONSIDERING. PLEASE ONLY SIGN AFTER YOU HAVE READ, UNDERSTOOD AND AGREED TO THE CONTENT OF THIS DOCUMENT**

1. **TYPE OF ACCOUNT/PRODUCT:** *MOBILE WALLET SAVINGS*
2. **AIMS AND BENEFITS:** *Mobile Wallet Savings is an interest earning savings product which allows customers registered on Bank of Africa Mobile Wallet to securely save their money for a specific purpose or for an unexpected event in their life.*
3. **TERMS**
- a) Interest to be earned **3%** per **annum** (UGX 0 - UGX 500,000)  
 Interest to be earned **3.5%** per **annum** (UGX 500,001 – UGX 1,000,000)  
 Interest to be earned **4.0%** per **annum** (UGX 1,000,001 – UGX 5,000,000)  
 Interest to be earned **6.0%** per **annum** (Above UGX 5,000,000)
- b) Account opening balance **UGX 1,000**      c) Minimum balance to earn interest **Nil**
- d) Interest rate      Fixed      Variable      Tiered
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**4. FEES & CHARGES AND PENALTIES**

	Description of standard fees	Amount
a)	<b>Withdraw fees*</b> - Over the counter (teller) ATM (Cardless withdraw) Get money from Mobile Money (MTN)	N/A UGX 550 UGX 1,500
b)	<b>Account statements</b> - 0 Statements free of charge (fee applies after these) per <b>page printed</b> - Last five transactions (over Mobile Wallet) - E-Statements	UGX 5,000 UGX 350 Free
c)	<b>Balance enquiry</b> - At counter - Through Mobile Wallet platform	Free Free
d)	<b>Monthly account management fees</b>	Free
e)	RTGS Fees (Outgoing)	UGX 20,000
f)	RTGS Fees (Incoming)	UGX 3,000
g)	EFT Fees Outgoing	UGX 3,500
h)	EFT Fees Incoming	UGX 3,000
<b>Potential additional fees/charges</b>		
i)	Cash deposits	Nil
j)	System alerts	UGX 0
k)	SMS alerts per SMS alert	UGX 0
l)	Account closure fees	UGX 21,000
m)	Account reactivation	Free
n)	Buy airtime (Mobile Wallet transaction charge)	UGX 300
o)	Pay Bills (Mobile Wallet transaction charge)	UGX 1,000
p)	Statement request (Mobile Wallet transaction charge)	UGX 350
q)	Cheque Book request (Mobile Wallet transaction charge)	UGX 300

Client's Signature \_\_\_\_\_

r)	Block ATM or Stop Cheque book (Mobile Wallet transaction charge)	UGX 500
s)	Send money to BOA U Account/ unregistered mobile number	UGX 500
t)	Send money to mobile money (MTN & Airtel)	UGX 1,500
u)	Send money to accounts in other banks	UGX 500
v)	Send SWIFT/TT	UGX 500
w)	Salary Processing	UGX 1,500

Depending on how you use the account, you may be charged any of the fees above, which will be directly deducted from your account.

**NOTE** that while the common fees, charges and penalties are listed in the table above, there may be other fees, charges and penalties – you can find information on these: in our tariff guide, our website [www.boauganda.com](http://www.boauganda.com) and at any of our branches country-wide

## 5. RISKS

- a) Your account will become inactive if there is no activity on it for six months and it will cease to earn interest
- b) You may not be able to withdraw money from your account if you do not provide full customer details and requirements
- c) The interest rate is variable and so the amount of interest earned may increase or decrease. We will inform you immediately of any change

## 6. FURTHER POINTS TO CONSIDER

**How to deposit money into your account:** You can pay money into your account in any of the following ways; Over the counter at any of our branches country-wide, our agent outlets, internet banking transfers, and via MTN or Airtel Money by dialing \*165# or \*185# and following the prompts.

**How to take money out of your account:** You can take money out of your account in any of the following ways; Over the counter at any of our branches country-wide, our agent outlets, VISA Enabled ATM Network, Mobile Wallet, and Internet Banking transfers.

**Inactivity/dormancy:** After 6 Months of inactivity, an account will be considered inactive **OR** dormant after 2 years of account inactivity. You will need to fill in a reactivation form at any of our branches country-wide to reactivate your account.

**Deposit protection:** Your deposits are insured up to UGX 10 million or the foreign currency equivalent by the Uganda Deposit Protection Fund. Please ask our staff for further details.

**Tax implications:** The current withholding tax will be debited from your account.

**Account closure:** You may close your account at any time. To close your account fill in an account closure form or formally write a request to close your account and address it to any of our branches countrywide. If you close your account, there will be a charge for doing so (See 4.k) and the account will be closed after five working days. If this is a fixed deposit account, early termination may result in losing interest accrued.

**How to complain:** If you are dissatisfied with our services, we welcome you to communicate this to us at [feedback@boauganda.com](mailto:feedback@boauganda.com) or call our customer care hotline on 0414302211 or toll free on 0800100140. We will acknowledge receipt of your complaint, investigate and give you an answer within two weeks.

### Future communications

It is important for us to be able to communicate with you. Below, please tick **at least two** preferred means of communication and provide details (and update us in case of any changes):

Mobile phone  Email  Post  Over the counter  other.

Phone number.....Postal address.....

Client's Signature \_\_\_\_\_

Email Address .....

Signature:					
Name:					
Title/Position	Relationship officer	Branch Supervisor	Account Signatory	Account Signatory	Account Signatory

Date.....

**Where can I find out more about this deposit account?** If you want more information on the terms used in this document or about this account, please contact us on **0414302001** or visit our website at [www.boauganda.com](http://www.boauganda.com)

Client's Signature \_\_\_\_\_