

REF NO. _____

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:** *Reward Savings account*
2. **AIMS AND BENEFITS:** *A savings account for the high income savers with attractive interest rates of up to 4% pa and no ledger fees if minimum balance is maintained.*
3. **TERMS**
- a) Interest to be earned **0% per annum** (<UGX 250,000)
 Interest to be earned **2% per annum** (UGX 25,000,000 – UGX 10,000,000)
 Interest to be earned **4% per annum** (Above UGX 10,000,000)
- b) Account opening balance **UGX 250,000** c) Minimum balance **UGX 250,000**
- d) Interest rate Fixed Variable Tiered
- e) Minimum balance to earn interest **UGX 250,000**

4. FEES & CHARGES AND PENALTIES

Description of standard fees		Amount
a)	Withdraw fees*	
	- Over the counter (teller)	UGX 5,000
	ATM	
	- BOA U ATMs	UGX 700
	- Other Bank Visa Enabled ATMS – Domestic	UGX 5,000
	- Other Bank Visa Enabled ATMS – International	UGX 15,000
b)	Account statements	
	- 0 Statement free of charge (fee applies after this) per month	UGX 5,000
	- E – Statements	Free
c)	Balance enquiry	
	- At counter	Free
	- BOA Network	Free
	- VISA ATM	UGX 1,200
	- Through Mobile Wallet	Free
d)	Monthly Account Management Fees	Free
e)	Visa Card Monthly Management Fee	UGX 2,000
f)	EFT Fees Outgoing	UGX 3,500
g)	EFT Fees Incoming	UGX 3,000
h)	RTGS Fees (Outgoing)	UGX 20,000
i)	RTGS Fees (Incoming)	UGX 3,000
j)	Cheque book Fees (Per leaf)	UGX 800
k)	Cash deposit charge	Free
Potential additional fees/charges		
l)	System alerts	N/A
m)	SMS alerts (per SMS alert)	Free
n)	Account closure fees	UGX 21,000
o)	Below minimum balance charge	UGX 15,000
p)	Outward SWIFT/TT funds Transfer	UGX 52,500
q)	Account reactivation	Free
r)	External Standing orders - (Excluding RTGS,EFT Charges)	UGX 13,000
	Internal standing – (within BOA)	UGX 5,000

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 and at any of our branches countrywide.

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.n) 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 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): of your complaint, investigate and give you an answer within two weeks.

Mobile phone Email Post Over the counter Other.

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

Email Address

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

Date.....

Where you can 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