

**KEY FACTS DOCUMENT – CHANNELS - 2024/2025**
**BANK OF AFRICA – UGANDA LTD.**
**Reference No.:**

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

Section	Description <i>(Tick where applicable)</i>	UGX	USD	GBP	EUR	KES
A	<b>1. Type of Service: Internet Banking</b>					
	<b>2. Aims and Benefits:</b> Internet Banking service allows you to take care of your banking easily 24 hours a day, 365 days a year wherever you are on your internet enabled devices (phone, tab or computer).					
B	<b>3. Terms and Conditions</b>					
	i) Subscription fee	Free	Free	Free	Free	Free
C	<b>4. Fees, Charges &amp; Penalties</b>					
	Registration and access	Free	Free	Free	Free	Free
	Transfer to BOA account	Free	Free	Free	Free	Free
	Transfer to other bank (EFT)	3,000	1	1	1	62
	Transfer to other bank (RTGS)	16,000	4	3	4	500
	International transfer (SWIFT/TT) -All charges borne by receiver	48,000	13	10	12	1,500
	International transfer (SWIFT/TT) -All charges borne by sender	188,000	50	40	46	5,800
	Mobile Money transfer (MTN & AIRTEL)	1,650	N/A	N/A	N/A	N/A
	Bill Payments (NWSC, UMEME, NSSF)	Free	N/A	N/A	N/A	N/A
	Bill Payment (URA)	2,500	N/A	N/A	N/A	N/A
	Bulk payment: To telecom- MTN & Airtel (per transaction)	1,650	N/A	N/A	N/A	N/A
	Bulk payment: To same bank account (per transaction)	Free	Free	Free	Free	Free
	Bulk payment: To other bank account /EFT (per transaction)	3,000	N/A	N/A	N/A	N/A
	E-Statements (Balance enquiry, mini-statement & full statement)	Free	N/A	N/A	N/A	N/A
	<b>Potential Charges</b>					
	SMS alerts (per SMS alert)	Free	Free	Free	Free	Free
	Internal standing – (Within BOA)	Free	Free	Free	Free	Free
<p><b>NB 1:</b> 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.</p> <p><b>NB 2:</b> Charges are subject to change either on a quarterly, bi-annually, and / or annual basis. The tariffs displayed in the tariff guide may or may not include Government taxes like excise duty. Always ask for the most recent tariff guide and inquire whether taxes are incorporated in displayed charges. You can find information on these on our tariff guide, our website <a href="http://www.boauganda.com">www.boauganda.com</a> and at any of our branches Country-wide.</p>						
D	<b>5. Risks</b>					
	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.					
	d) If your balance falls below the minimum balance allowed, you will have to pay penalty charges where applicable.					
E	<b>6. Further Points to Consider</b>					

- a) **How to deposit money into your account:** You can pay money into your account in any of the following ways: - (i) over the counter; (ii) pushing money from your mobile money account into your bank account; (iii) depositing cheques; (iv) any bank agent and (iv) inward transfers using EFT/RTGS.
- b) **How to take money out of your account:** You can take money out of your account in any of the following ways: - (i) over the counter; (ii) pulling money from your bank account into your mobile money account; (iii) via ATM; (iv) standing orders; (v) BOA Agent and (v) EFT/RTGS withdrawal instructions.
- c) **Inactivity/dormancy:** After **6 months** of no transaction, 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 or visit our website [www.boauganda.com](http://www.boauganda.com) to reactivate your account.
- d) **Deposit protection:** Your deposits are insured up to UGX10million by the Deposit Protection Fund of Uganda (DPFU). Please ask our staff for further details or visit DPFU’s website <https://dpf.or.ug/>
- e) **Tax implications:** The current withholding tax / excise duty will be debited from your account.
- f) **Account closure:** You may close your account at any time. To close your account send us confirmation of this request in writing. If you close your account, there will be a charge for doing so (see section C in the table above) and the account will be closed within 5 working days. If this is a fixed deposit account, early termination may result in losing interest accrued.
- g) **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 0414302001 or toll free on 0800100140 or whatsapp us on +256776400601. We will acknowledge receipt of your complaint, investigate and give you an answer within two weeks. If you are still dissatisfied you may reach out to the Bank of Uganda’s Financial Consumer Empowerment Mechanism at +256312392191 or [fecm@bou.or.ug](mailto:fecm@bou.or.ug) or P.O. BOX 7120 Kampala, Uganda.

**Further 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

No.....Postal Address.....Email .....

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

**Where to find out more about this product;** If you want more information on the terms used in this Key Facts Document or product, please contact us on **0414302001** or visit our website at [www.boauganda.com](http://www.boauganda.com)