

(Licensed and supervised by Bank of Uganda)

(Customer deposits are protected by the Deposit Protection Fund of Uganda)

KEY FACTS DOCUMENT – DEPOSITS

REF 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

1. **TYPE OF ACCOUNT:** EMBASSY /NGO CURRENT ACCOUNT
2. **AIMS AND BENEFITS:** A multi-currency current account for Embassies/NGOs that offers affordability and convenience, with a free cheque book per annum and no withdrawal or monthly fees.
3. **TERMS**
 - a) Interest to be earned **N/A**
 - b) Account opening balance **EURO 70**
 - c) Below Minimum balance charge per month **EURO 12**

4. FEES & CHARGES AND PENALTIES

Description of standard fees	Amount
a) Withdraw fees* <ul style="list-style-type: none"> - Over the counter (teller) ATM - 0 Free withdrawals (Fee applies after these) - Other Bank Visa Enabled ATMS – Domestic - Other Bank Visa Enabled ATMS – International 	- Free - N/A - N/A -N/A
b) Account statements <ul style="list-style-type: none"> - 0 Statement free of charge (fee applies after this) per page - E – Statements 	EURO 1 Free
c) Balance enquiry <ul style="list-style-type: none"> - At counter - At ATM - Through Mobile Wallet 	Free N/A N/A
d) Monthly account management fees	Free
e) RTGS (Outgoing) – In Branch	EURO 5
f) RTGS (Outgoing) - Wallet or IB	EURO 4
g) RTGS (Incoming)	EURO 1
h) EFT Fees (Outgoing) - In Branch	EURO 1
i) EFT Fees (Outgoing) – Wallet or IB	EURO 0.5
j) EFT fees (incoming)	EURO 1
k) Cash deposits (% of amount)	0.3%
l) Additional Cheque book per leaf (1 free cheque book p.a)	EURO 0.2
Potential additional fees/charges	
m) System alerts	Free
n) SMS alerts (per SMS alert)	Free
o) Account closure fees	EURO 5
p) SWIFT/TT Funds transfer (All charges born by receiver) – In Branch	EURO 12.5
q) SWIFT/TT Funds transfer (All charges born by receiver) – Wallet or IB	EURO 11.5
r) SWIFT/TT Funds transfer (All charges born by sender) – In Branch	EURO 45
s) SWIFT/TT Funds transfer (All charges born by sender) – Wallet or IB	EURO 44
t) External Standing orders - (Excluding RTGS, EFT Charges)	EURO 3
Internal standing – (within BOA)	Free
u) Account reactivation	Free

NB 1: 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.

NB 2: Charges are subject to change on an 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: in our tariff guide, our website 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 and bank transfers.

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 and bank 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 country-wide. If you close your account, there will be a charge for doing so 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):

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