

(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 STAFF CURRENT ACCOUNT
2. **AIMS AND BENEFITS:** A multi foreign currency current account for Embassy staff wishing to transact in foreign currency with a free 1<sup>st</sup> cheque book, free salary processing and free counter transactions.
3. **TERMS**
  - a) Interest to be earned **N/A**
  - b) Account opening balance **UGX 50,000**

**4. FEES & CHARGES AND PENALTIES**

Description of standard fees	Amount
a) <b>Withdraw fees*</b> <ul style="list-style-type: none"> <li>- Over the counter (teller)</li> <li>- BOA-U ATMs</li> <li>- Other Bank Visa Enabled ATMS – Domestic</li> <li>- Other Bank Visa Enabled ATMS – International</li> </ul>	<ul style="list-style-type: none"> <li>- Free</li> <li>- 700</li> <li>- UGX 4,000</li> <li>- UGX 15,000</li> </ul>
b) <b>Account statements</b> <ul style="list-style-type: none"> <li>- <u>0</u> Statement free of charge (fee applies after this) per <b>page</b></li> <li>- E – Statements</li> </ul>	<ul style="list-style-type: none"> <li>UGX 5,000</li> <li>Free</li> </ul>
c) <b>Balance enquiry</b> <ul style="list-style-type: none"> <li>- At counter</li> <li>- At ATM BOA Network</li> <li>- VISA ATM</li> <li>- Mobile Wallet</li> </ul>	<ul style="list-style-type: none"> <li>UGX 0</li> <li>Free</li> <li>UGX 1,200</li> <li>Free</li> </ul>
d) <b>Monthly Account Management Fees</b>	UGX 5,500
e) Visa Card Monthly Management Fee	UGX 2,000
f) Cash deposits	Free
g) Additional Cheque book per leaf (1st cheque book is free)	UGX 1,000
h) RTGS (Outgoing) – In Branch	UGX 20,000
i) RTGS (Outgoing) - Wallet or IB	UGX 16,000
j) RTGS (Incoming)	UGX 3,000
k) EFT Fees (Outgoing) - In Branch	UGX 3,500
l) EFT Fees (Outgoing) – Wallet or IB	UGX 2,000
m) EFT fees ( incoming)	UGX 3,000
<b>Potential additional fees/charges</b>	
n) System alerts	N/A
o) SMS alerts (per SMS alert)	Free
p) Account closure fees	UGX 21,000
q) SWIFT/TT Funds transfer (All charges born by receiver) – In Branch	UGX 52,500
r) SWIFT/TT Funds transfer (All charges born by receiver) – Wallet or IB	UGX 48,000
s) SWIFT/TT Funds transfer (All charges born by sender) – In Branch	UGX 192,500
t) SWIFT/TT Funds transfer (All charges born by sender) – Wallet or IB	UGX 188,000
u) Account reactivation	Free
v) External Standing orders - (Excluding RTGS,EFT Charges)	UGX 13,000
Internal standing – (within BOA)	Free

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

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](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

**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 upon which it may cease to earn interest. 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 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 0414302111 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](http://www.boauganda.com)

Client’s Signature \_\_\_\_\_`