

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

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 (Tick where applicable)	UGX	USD	GBP	EUR	KES
A	1. Type of Account: NGO/Embassy 2. Aims and Benefits: A multi-currency current account for Embassies/NGOs.					
B	3. Terms and Conditions i) Interest to be earned per annum (<i>Up to</i>) <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input checked="" type="checkbox"/> N/A i) Interest Type: <input type="checkbox"/> Fixed <input type="checkbox"/> Variable <input type="checkbox"/> Tiered <input type="checkbox"/> Not Applicable <input checked="" type="checkbox"/> ii) Account opening balance <input type="checkbox"/> 250,000 <input type="checkbox"/> 60 <input type="checkbox"/> 60 <input type="checkbox"/> 60 <input type="checkbox"/> 7,000 iii) Minimum balance <input type="checkbox"/> 250,000 <input type="checkbox"/> 60 <input type="checkbox"/> 60 <input type="checkbox"/> 60 <input type="checkbox"/> 7,000					
C	4. Fees, Charges & Penalties Withdraw Fees: i) Over the counter <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free ii) ATM <input type="checkbox"/> 1,200 <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A Below minimum balance charge per month <input type="checkbox"/> 45,000 <input type="checkbox"/> 10 <input type="checkbox"/> 10 <input type="checkbox"/> 10 <input type="checkbox"/> 1,500 Account statements per page printed <input type="checkbox"/> 5,500 <input type="checkbox"/> 2 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 143 Balance enquiry i) At counter <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free ii) At ATM <input type="checkbox"/> 300 <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A iii) Through Mobile Wallet <input type="checkbox"/> Free <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A Monthly Account Management Fees <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free Cash deposits charge (% of amount) <input type="checkbox"/> Free <input type="checkbox"/> 0.3 <input type="checkbox"/> 0.3 <input type="checkbox"/> 0.3 <input type="checkbox"/> 0.3 Visa Card Management Monthly Fee <input type="checkbox"/> 2,500 <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A <input type="checkbox"/> N/A Account closure fees <input type="checkbox"/> 22,000 <input type="checkbox"/> 7 <input type="checkbox"/> 4 <input type="checkbox"/> 6 <input type="checkbox"/> 700 Account reactivation <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free RTGS (Outgoing) – In Branch <input type="checkbox"/> 20,000 <input type="checkbox"/> 7 <input type="checkbox"/> 4 <input type="checkbox"/> 6 <input type="checkbox"/> 600 RTGS (Outgoing) - Wallet or IB <input type="checkbox"/> 16,000 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 500 RTGS (Incoming) <input type="checkbox"/> 3,000 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 90 EFT Fees (Outgoing) - In Branch <input type="checkbox"/> 3,500 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 100 EFT Fees (Outgoing) – Wallet or IB <input type="checkbox"/> 2,000/3,000 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 62 EFT Fees (incoming) <input type="checkbox"/> 3,000 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 100 Potential Charges SMS alerts (per SMS alert) <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free SWIFT/TT(All charges born by receiver) - In Branch <input type="checkbox"/> 49,000 <input type="checkbox"/> 14 <input type="checkbox"/> 11 <input type="checkbox"/> 13 <input type="checkbox"/> 1,600 SWIFT/TT (All charges born by receiver) – Wallet or IB <input type="checkbox"/> 48,000 <input type="checkbox"/> 13 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 1,500 SWIFT/TT (All charges born by sender) – In Branch <input type="checkbox"/> 192,500 <input type="checkbox"/> 51 <input type="checkbox"/> 40 <input type="checkbox"/> 48 <input type="checkbox"/> 5,900 SWIFT/TT (All charges born by sender) – Wallet or IB <input type="checkbox"/> 188,000 <input type="checkbox"/> 50 <input type="checkbox"/> 40 <input type="checkbox"/> 46 <input type="checkbox"/> 5,800 External Standing orders - (Excluding RTGS,EFT) <input type="checkbox"/> 14,300 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 3 <input type="checkbox"/> 495 Internal standing – (Within BOA) <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> Free <input type="checkbox"/> 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 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 www.boauganda.com and at any of our branches Country-wide.

Risks

D

- 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.

6. Further Points to Consider

E

- 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 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 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 fcem@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