





Outward Electronic funds transfer (EFT) (in Branch)	5,500		
Outward Electronic funds transfer (EFT) (Online)	3,000		
Outward Real Time Gross Settlement (RTGS) (in Branch)	20,000		
Outward Real Time Gross Settlement (RTGS) (Online)	10,000		
Outward Telegraphic transfer <i>Excludes correspondent bank fees</i>	60,000		
<b>2. Inward Payments:</b>			
Inward Electronic funds transfer (EFT) <i>1 free Inward EFT per month (fee applies after these)</i>	4,000		
Inward Real Time Gross Settlement (RTGS)	3,000		
Inward Telegraphic transfer <i>Excludes correspondent bank fees</i>	0.25% Min \$10 Max \$50		
<b>3. Standing orders:</b>			
Standing order set up	10,000		
Standing order to Stanbic Account	5,000		
Standing order to other banks	20,000		
Standing order amendments/ Termination	10,000		
<b>4. Mobile money / Utility payments:</b>			
Mobile money transfers – Bank account to Mobile wallet (available for UGX only)	<b>No.</b>	<b>Amount</b>	<b>Charge</b>
	1	5 000 - 60 000	1 700
	2	60 001 - 125 000	2 300
	3	125 001 - 250 000	2 700
	4	250 001 - 500 000	3 200
	5	500 001 - 1 000 000	6 000
	6	1 000 001 - 4 000 000	12 000
Mobile money transfers – Mobile wallet to Bank account	Free (Telecom charges apply)		
Utility payments	Free		
<b>5. Debit card fees:</b>			
First Debit Card Issuance (Gold)	17,500		
Debit Card Replacement	17,500		
Debit Card Bi-Annual Visa fee	20,000		

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 on the tariff guides or website [www.stanbic.co.ug](http://www.stanbic.co.ug) or by calling 0800250250 / 0800150150 (TOLL FREE PHONE LINES).



**5. RISKS**

- a) If your balance falls below UGX 20,000,000, then account management fees (see 4e) will be charged.
- b) N/A
- c) N/A

**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: ATM, Agent Banking, Online Banking, Mobile Banking or Over the counter at any of our branches.

**How to take money out of your account:** You can take money out of your account in any of the following ways: ATM, Agent Banking, Online Banking, Mobile Banking or Over the counter at any of our branches.

**Inactivity/dormancy:**

**Inactivity:** After 90 days of only bank induced transactions on the account, an account will be considered inactive. An inactive account can be reactivated by any non-Bank induced transaction in any of the following ways: ATM, Electronic funds transfer, Agent Banking, Online Banking, Mobile Banking or Over the counter at any of our branches.

**Dormancy:** After 2 years of account inactivity, the account is considered dormant. You will need to request in writing to reactivate your dormant account. To reactivate, a fee may apply. See 4(fees).

**Deposit protection:** Your deposits are insured up to UGX 10 million by the Uganda Deposit Protection Fund. Please ask our staff for further details.

**Tax implications:** The current withholding tax / excise duty will be debited from your account.

**Account closure:** You may close your account at any time. To close your account, request your bank in writing to do so. If you close your account, there will be a charge for doing so (see 4i) and the account will be closed after 1 day. 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 via our Customer Call Centre on 0800 250 250 or 0800 150 150 or CCCUG@stanbic.com. 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 <input type="checkbox"/>	Email <input type="checkbox"/>	Post <input type="checkbox"/>	Over the counter <input type="checkbox"/>	Other <input type="checkbox"/>
# 1					
# 2					
# 3					

Signature ..... Date

Name ..... Date

Relationship Officer

Client



**Where can I find out more?** If you want more information on this deposit product or the terms used in this KFD, please contact us on Our toll-free lines 0800 250 250 or 0800 150 150, email [CCCUG@stanbic.com](mailto:CCCUG@stanbic.com) or visit our website at [www.stanbicbank.co.ug](http://www.stanbicbank.co.ug)