



**5. RISKS**

- a) If you fail to pay the management fee (see 4d) in any given month, then the insurance policy lapses and you will no longer be entitled to the insurance benefit.
- b) N/A
- c) N/A
- d) 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:** After 90 days of inactivity, an account will be considered inactive. You will need to request in writing to reactivate your account. After 2 years of account inactivity, the account is considered dormant. To reactivate, a fee may apply.

**Deposit protection:** Your deposits are insured up to the equivalent of 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 4j) 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 or visit our website at [www.stanbicbank.co.ug](http://www.stanbicbank.co.ug)