



**4. RISKS**

- a) Late repayments: if you delay repaying by more than 1 day, you will be charged 60K penalty .
- b) If you fail to repay the loan, you can lose your security.
- c) If you fail to repay the loan, you risk losing your reputation in your community and in front of your family.
- d) Failure to repay can harm your chances of accessing loans in the future.
- e) In case of default, you will have to meet the costs of loan recovery.
- f) The interest rate is variable so the amount of interest you have to pay may increase. We will immediately inform you of any changes.

**5. FURTHER POINTS TO CONSIDER**

**The right to cool off:** You have up to 10 working days from when you sign the contract to “cool off”, i.e. to cancel the loan by terminating the contract. To “cool off”, you have to provide written notice to the lender and return all the borrowed money. The lender may charge you a fee not exceeding 5% of the value of the loan. The right to “cool off” applies only to loans of UGX 3,000,000 or above with a duration of at least one year.

**Early redemption:** This loan allows you to pay back the money you borrowed before the agreed date at a fee of 0% of amount outstanding.

**How to complain:** If you are dissatisfied with our services, we welcome you to communicate this to us at any of our branches or our CCC on 0800150150 or 0800250250 . We will acknowledge receipt of your complaint, investigate and give you an answer within two weeks.

**Credit Reference Bureau:** Every borrower must be registered and requires a financial card.

**Also remember to ask about:**

- a) Insurance (risks insured, premiums, and benefits that accrue to the borrower).
- b) Security concepts (professional valuation, forced sale value, security margin and cash margin).
- c) Measures taken in case of failure to repay.
- d) Guarantor policy (if applicable) and the risks to the guarantor.
- e) Security liquidation policy/process.
- f) Security release process and associated costs.

**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 checked="" type="checkbox"/>	Email <input type="checkbox"/>	Post <input type="checkbox"/>	Over the counter <input type="checkbox"/>	Other <input type="checkbox"/>
# 1				
# 2				
# 3				

Signature .....

sig : .....

Date

Name .....

Nam:.....

Date

Relationship Officer

Client

**Where can I find out more about this loan product?** If you want more information on the terms used in this KFD or product, please contact us Customer care on 0800250250/0800150150 or email CCCUG@stanbic.com on or visit our website at www.stanbicbank.co.ug