KFD

**STANBIC BANK UGANDA** **REF NO:** OD003 - BUNDLE

**(Licensed and Supervised by Bank of Uganda)**

**(Customer deposits are protected by the Deposit Protection Fund of Uganda)**

# KEY FACTS DOCUMENT – DEPOSITS

**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** GOLD CURRENT ACCOUNT

2. **AIMS AND BENEFITS** Dedicated Executive Banker, Dedicated Teller counters, 1 free salary processing and 2 free inward Cheque clearing per month, Gold Debit and Credit cards.

3. **TERMS AND CONDITIONS**

a) **Interest to be earned:** 0% per annum **The interest rate is:** Fixed ☒ Variable ☐ Tiered ☐
b) **Duration:** N/A **End Date:** N/A
c) **Account opening balance** in UGX: 50,000
d) **Minimum balance** in UGX: 0

4. **FEES, CHARGES AND PENALTIES**

| | Description of standard fees | Amount in UGX |
|---|---|---|
| a) | **Withdrawal fees** Over the counter (teller)<br>ATM<br>0 free withdrawals (fee applies after these) | 12,000 to 35,000<br>0 |
| b) | **Account statements**<br>Previous month statement free of charge (fee applies after these) | 5,000 per page, Max 100,000 |
| c) | **Balance enquiry** at ATM | 0 |
| d) | **Account Management Fees** per month | 32,000 |
| e) | Minimum Balance Breach | 0 |
| f) | | |
| g) | | |
| | **Potential additional fees/charges** | |
| h) | **System alerts** | 0 |
| i) | **SMS alerts** (per month) | 0 |
| j) | **Account closure fees** | 20,000 |
| k) | First Card Issuance | 15,000 |
| l) | ATM Bi Annual Visa Card fee | 18,500 |
| m) | Debit card replacement fee | 25,000 |

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 or by calling 0800250250 / 0800150150 (TOLL FREE PHONE LINES).

## 5. RISKS

a) N/A
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. 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 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** ☐ | **Email** ☐ | **Post** ☐ | **Over the counter** ☐ | **Other** ☐ |
|---|---|---|---|---|---|
| # 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