



KFD

Post Bank Uganda Limited

Reference Number: A123457

(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:** Ordinary Savings Account

2. **AIMS AND BENEFITS:** Individual account that facilitates personal banking.

3. TERMS AND CONDITIONS

3.1 **Interest to be earned:** Up to 0.5% p.a. for balances of UGX 10,000,000 and above.

3.2 **Nature of Interest:** The interest rate is: (a) Fixed []; (b) Variable []; (c) Tiered [x]

3.3 **Duration:** N/A

3.4 **End Date:** N/A {For Fixed Deposit Accounts indicate expiry date}

3.5 **Account Opening Balance:** UGX 8,000/= {Specify currency of account}

3.6 **Minimum Balance:** UGX 8,000/=

4. FEES, CHARGES, AND PENALTIES

S/N	Description of Standard Fees	Amount in UGX
1.	Withdrawal Fees Over the Counter - No free withdrawals ATM	Below 3M- UGX 6,000/= Above 3M- UGX 5,000/= UGX 1,000/=
2.	Account Statements Monthly e-statement Printed statement (Interim/Duplicate)	Free UGX 3,000/= per page
3.	Balance Inquiry Over the Counter (Inquiries Desk) ATM Mobile Banking App	Free UGX 500/= Free
4.	Administrative / Maintenance Fees per month	UGX 3,000/=
5.	Below minimum balance Fees	Nil
6.	Inward EFT transfer into account	UGX 4,000/=
7.	Inward RTGS transfer into account	UGX 3,500/=
8.	Outward EFT transfers out of account	UGX 5,000/=
9.	Outward RTGS transfer out of account	UGX 15,000/=
	Potential Additional Fees / Charges	
10.	System Alerts	Free
11.	Transaction SMS Alerts (per SMS alert)	Free
12.	Account Closure Fees	UGX 20,000/=
13.	ATM Card	UGX 15,000/=
14.	Dormant Account Reactivation Fee	Free
15.	Dormancy fees	UGX 10,000/=

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.

5. RISKS

- a) If you terminate the account before the agreed end date, you may lose the interest you have earned.
- b) The interest rate is variable and so the amount of interest earned may increase or decrease. We will inform you immediately of any change.
- c) If your balance falls below the minimum balance allowed, you will have to pay penalty charges.

6. FURTHER POINTS TO CONSIDER

6.1 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; and (iv) inward transfers using EFT/RTGS etc.

6.2 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; and (v) EFT/RTGS withdrawal instructions etc.

6.3 Inactivity / Dormancy: After 6 months of no activity on your account, an account will be considered inactive. You will need to inform us in writing to reactivate your account. After 2 years of account inactivity, the account is considered dormant. To reactivate, a fee may apply. See section #4 (fees).

6.4 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/>

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

6.6 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 #4 charges#10) and the account will be closed after 30 days. If this is a fixed deposit account, early termination may result in losing interest accrued.

6.7 How to complain: If you are dissatisfied with our services, we welcome you to communicate this to us by phone on +256 417 157200, at the branch, by e-mail to info@postbank.co.ug, and / or by letter. We will acknowledge receipt of your complaint, investigate it, and give you an answer within 14 calendar days (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

6.8 Future Communications

It is important for us to be able to communicate with you. Below, please tick at least two (2) preferred means of communication and provide details (and update us in case of any changes):

	1. Mobile Phone X	2. E-mail X	3. Post Office Address	4. Over the Counter	5. Other
#1					
#2					
#3					
#4					
#5					

Signature:.....

Name :

Date :

Relationship Officer

Financial Consumer

6.9 Where can I find out more about this financial product? If you want more information about the terms used in this Key Facts Document (KFD) or deposit product, please contact us on +256(0) 417 157 200 {SFI relationship officer to indicate the correct contact of a personal banker or customer experience person and correct SFI website} OR visit our website at www.postbank.co.ug