

## APPENDIX I: KEY FACTS STATEMENT FOR ACCOUNT

### Key Facts Statement for Account

\*THIS IS NOT A CONTRACT\*

You can use this key facts statement (KFS) to compare this account with similar accounts offered by other financial institutions such as banks, microfinance institutions, cooperatives and E-Money

Financial institution: **[Name of financial institution]** Account: **[Name of product]** Date: **[Date]**

| ACCOUNT OPENING AND MAINTENANCE  |  | WILL YOU EARN INTEREST ON THIS ACCOUNT? [YES/NO] <sup>xxii</sup>   |   |
|--|--|--|---|
| Account opening fee [FRW_____ / None]  |  | Annual interest rate _____% p.a. <sup>xxiii</sup>  |   |
| Minimum opening balance [FRW_____ / None]  |  | Rate type [Fixed / Variable]   |   |
| Ongoing account fee [FRW_____ per [specify frequency – e.g.: "month" or "year" / None]                                     |  | How much interest will you receive? <sup>xxiv</sup>  | FRW_____ for every 1,000 FRW deposited for 12 months. <sup>xxv</sup><br><br>*This excludes any fees or withholding tax you may have to pay* |
| Minimum daily balance [FRW_____ / None]<br><br>*If you go below this balance [specify any consequences]* <sup>xxviii</sup> |  | Consequences if you withdraw your term deposit early <sup>xxvi</sup> [Specify any fee or reduction in return] <sup>xxvii</sup> |   |

### SERVICES WITH THIS ACCOUNT

Transaction services and fees

**Deposits** – Available You can deposit cash [and cheques] through:<sup>xxix</sup> ☐ our

branches: [no charge / FRW\_\_\_\_\_]

☐ our ATMs: [no charge / FRW\_\_\_\_\_]

☐ our agents: [no charge / FRW\_\_\_\_\_]

☐ [specify any other method(s)]: no charge /  
FRW\_\_\_\_\_]

**Cash withdrawals** – [Available / Not  
Available<sup>xxx</sup>]

You can withdraw by:<sup>xxxi</sup>

☐ visiting our branches: [no charge / FRW\_\_\_\_\_]

☐ using our ATMs: [no charge / FRW\_\_\_\_\_]

☐ using another institution's ATMs: [no charge /  
FRW\_\_\_\_\_]

☐ visiting our agents: [no charge / FRW\_\_\_\_\_]

☐ [specify any other method(s)]: no charge /  
FRW\_\_\_\_\_]

[Individual / daily / monthly / [specify other limit]  
withdrawals must not exceed FRW\_\_\_\_\_]

**National funds transfers** – [Available /  
Not Available<sup>xxxii</sup>]

Sending funds: [no charge / FRW\_\_\_\_\_]

[“Individual / daily / monthly / [specify other limit]  
transfers must not exceed FRW\_\_\_\_\_”]

Receiving funds: [no charge / FRW\_\_\_\_\_]

**Debit card / ATM card** – [Available / Not  
Available<sup>xxxiii</sup>]

First debit /ATM card: [no charge / FRW\_\_\_\_\_]

Replacement debit /ATM card: [no charge /  
FRW\_\_\_\_\_]

Balance inquiry using our ATMs: [no charge /  
FRW\_\_\_\_\_]

Balance inquiry using another institution's ATMs: [no  
charge / FRW\_\_\_\_\_]

[Specify any other fee(s)]

**Cheques**– [Available / Not Available<sup>xxxiv</sup>] New cheque book: [no charge / FRW\_\_\_\_\_] [Specify any other fee(s)]

**Internet banking** – [Available / Not Available<sup>xxxv</sup>] [Periodic fee: no charge / FRW\_\_\_\_\_ per [specify frequency – e.g.: “month”]]  
[Bill payment: no charge / FRW\_\_\_\_\_]  
[Specify any other fee(s)]  
“[Individual transaction / daily transactions / monthly

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transactions / [specify other limit] must not exceed FRW\_\_\_\_\_”

**Mobile [banking] [money]** – [Available / Not Available<sup>xxxvi</sup>] [Periodic fee: no charge / FRW\_\_\_\_\_ per [specify frequency – e.g.: “month”]]  
[Bill payment: no charge / FRW\_\_\_\_\_]  
[Include any other fee(s)]  
“[Individual transaction / daily transactions / monthly transactions / [specify other limit] must not exceed FRW\_\_\_\_\_”

**Standing orders** – [Available / Not Available<sup>xxxvii</sup>] Setting up a standing order: [no charge / FRW\_\_\_\_\_]  
[Specify any other fee(s)]

**International funds transfers** – [Available / Not Available<sup>xxxviii</sup>] Sending funds: [no charge / FRW\_\_\_\_\_]  
[“Individual / daily / monthly / [specify other limit] transfers must not exceed FRW\_\_\_\_\_”]  
Receiving funds: [no charge / FRW\_\_\_\_\_]

**Overdraft** – [Available / Not Available<sup>xxix</sup>] [You cannot overdraw this account. Fees may apply if you attempt a transaction in excess of your account balance. Please ask the financial institution for more details].<sup>xi</sup>

[You can overdraw this account if the financial institution agrees, in which case the fees below will apply].

[Overdraft facility fee: [FRW \_\_\_\_\_] per [specify frequency – e.g.: “month” or “year”]

[Overdraft interest rate: \_\_\_\_\_ p.a.<sup>xii</sup> This means you will pay back FRW \_\_\_\_\_ per year (approximately FRW \_\_\_\_\_ per month<sup>xiii</sup>) for every 1,000 FRW by which your account is overdrawn]

[Specify any other fee(s)]

[Repayment obligation: [specify when and how the consumer must repay any overdrawing]]

**[Specify any other transaction services]** [Specify fees]

**Other services and fees**

**Account statements** [You are entitled to a statement [specify frequency – e.g.: “each month”] free of charge]

Paper statements:[no charge / FRW \_\_\_\_\_]

Electronic statements:[no charge / FRW \_\_\_\_\_]

**[Other non-transaction services]** [Specify fees]

**\*Warning: You may have to pay additional fees for cancellation or non-payment of any transactions listed above. Government charges may also apply. Please ask the financial institution for more details\***

| How long do money transfers within Rwanda take?          |   |
|--|---|
| If you send funds, when will the recipient receive them? | <ul style="list-style-type: none"> <li>· If they are transferred to an account with this institution: [Immediately] [Up to ____ working days later]</li> <li>· If they are transferred to an account outside this institution: [Immediately] [Up to ____ working days later]</li> </ul> |

|   |   |
|---|---|
| <b>When will funds transferred to your account be available to you?</b> | <ul style="list-style-type: none"> <li>· If they are transferred from an account with this institution: [Immediately] [Usually ____ working days later]</li> <li>· If they are transferred from an account outside this institution: [Immediately] [Usually ____ working days later]</li> </ul> |
|---|---|

### Other important things you should know

- ☐ **Identification requirements:** To open the account you will need to satisfy customer identification requirements. This can include providing documents and information to verify your identity. Please ask the financial institution for more details.
- ☐ **Paying fees:** The fees listed in this KFS will usually be debited to your account but a different method of payment may apply to some fees. Please ask the financial institution for more details. ☐
- Changes to fees:** The fees listed in this KFS may change over time after you open this account and new fees may be introduced.
- ☐ **VAT:** All fee amounts include any applicable VAT.
- ☐ **Closing your account:** [You may close this account without paying an extra fee / To close your account you will need to pay a fee, currently FRW\_\_\_\_\_]. You also need to consider any outstanding transactions that may be affected if you close the account, such as outstanding cheques, standing orders and unpaid fees. Please ask the financial institution for more details."
- ☐ **If you don't use your account for 6 months:** If you do not use your account for 6 months it will be treated as inactive or dormant and you will need to reactivate it (which you can do at no charge) before you can use it again. If you do not use your account for 5 years the balance will be treated as abandoned property and transferred to the National Bank of Rwanda.<sup>xliii</sup>
- ☐ **Deposit insurance:** This account is covered up to 500,000 FRW (in aggregate with any other deposits you hold with the financial institution) under the Rwandan Government's Deposit Guarantee Fund. Please ask the financial institution for more details.

**Do you have questions or complaints for your institution?** Call [TELEPHONE], email [EMAIL ADDRESS], or write to [MAILING ADDRESS] to contact your financial institution regarding your question or complaint.

**Unsatisfied with how your institution responds to a complaint?** You can contact the Office of the Ombudsman to help address your complaint at [TELEPHONE: 199] or [EMAIL: [ombudsinfo@ombudsman.gov.rw](mailto:ombudsinfo@ombudsman.gov.rw)], write to [MAILING ADDRESS: P.O Box 6269- Kigali], or visit [WEBSITE: [www.ombudsman.gov.rw](http://www.ombudsman.gov.rw)]

I ACKNOWLEDGE RECEIPT OF THIS STATEMENT:

\_\_\_\_\_  
Consumer name and signature:

Date:

## **Contacts**

NCBA BANK RWANDA PLC

Kigali Heights, 8th Floor

Plot No. 772, KG 7 AVE,

Boulevard de L'Umuganda

P O Box 6774, Kigali, Rwanda

Tel: +250 788 149 500 / +250 788 149 555

Email: [contact.rw@ncbagroup.com](mailto:contact.rw@ncbagroup.com)

NCBA Data Protection Office [DataProtectionRwanda@ncbagroup.com](mailto:DataProtectionRwanda@ncbagroup.com)