



DIAMOND TRUST BANK OF UGANDA LIMITED
(Licensed and Supervised by Bank of Uganda)

REF NO: DTB/MBS

KEY FACTS DOCUMENT –MOBLE BANKING SERVICES

THIS KEY FACTS DOCUMENT IS IMPORTANT TO YOU. IT SUMMARISES THE PRODUCT YOU ARE CONSIDERING. PLEASE ONLY SIGN AFTER YOU HAVE READ, UNDERSTOOD AND AGREED TO THE CONTENT OF THIS DOCUMENT.

1. **TYPE OF SERVICE** MOBILE BANKING- ALL SEGMENT CUSTOMERS
2. **AIMS AND BENEFITS** The service is designed to ease the Banking via, Mobile phones are now poised to function as payment devices, tailored to meet the day to day SME activities.
3. **COMMITMENT**
 - a) **Applicable Mobile Banking service Limits: 3,000,000 UGX per Transaction**
 - b) **Service Validity:** OPEN
 - b) **Security:** 6Digit Pin to access the service.
 - c) **Fees, Charges and Penalties:**

FEE DESCRIPTION		AMOUNT IN UGX
i	Joining Fees (one-time payment)	NIL
ii	Annual Subscription	NIL
iii	Fee on Adding or Deletion of Mobile Number	NIL
iv	Internal Funds Transfer with in DTB	Free
v	Cheque book request	Free
vi	Cheque status or Enquiry	Free
vii	Alerts- currently All Debit Alerts are provided	Free
viii	Transfer from DTB Account to Mobile Wallet Account(MTN/AIRTEL/AFRICELL)	Per Request UGX 5000/=
ix	Balance Request	FREE
x	Air Time Top up	Per request UGX 200/=
xi	External Fund Transfer- RTGS	Per Transaction UGX:15,000/=
xii	Mini statement request	Per request UGX:500/=

MTN MOBILE MONEY TO DTB ACCOUNT Amount (UGX)	
5,000 to 125,000	UGX 1,500
125,001 to 250,000	UGX 2,250
250,001 to 500,000	UGX 6,000
500,001 to 1,000,000	UGX 9,000
1,000,001 to 2,000,000	UGX 13,500
2,000,001 to 5,000,000	UGX 16,500
AIRTEL MOBILE MONEY TO DTB ACCOUNT	
5,001-15,000	UGX 700
15,001-30000	UGX 900
30,001-45000	UGX 1350
45,001-60,000	UGX 1500
60,001-125,000	UGX 2,000
125,001-250,000	UGX 2,250
250,001-500,000	UGX6,000
500,001-1,000,000	UGX9,000
1,000,001-2,000,000	UGX13,500
2,000,001-5,000,000	UGX16,500

b) RISKS

- a. If you fail to secure the 4 digit Pin can cause loss of funds, expose the Account details .
- b. Insufficient funds can cause transaction failure.
- c. Report lost of Mobile phone immediately to terminate the service

c) FURTHER POINTS TO CONSIDER

- a. Account Signing Mandate should be checked thoroughly before accessing the Services, need to get approval from all the account signatories
- b. **Any change of Account mandate to be notified and same should be updated in Mobile banking Services**
- c. **Change of Mobile number should be considered after approval by Branch Manager**
- d. For security reasons, if the phone is not on Roaming the facility shall not be accessed by User if the User is travelled abroad.
- e. Customers those who are not registered on Network shall not get access to Services

How to deposit money into your Mobile Wallet account: Always ensure you have sufficient balance in your accounts to ensure the Transfer can effect and Mobile Wallet can be funded without delay.

How to complain: If you are dissatisfied with our services, we welcome you to communicate this to us through our website. 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 checked="" type="checkbox"/>	Email <input checked="" 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 about this product? If you want more information on the terms used in this KFD or

Product, please contact us 0800242242

on or visit our website at www.dtbafrica.com