

KFD

KEY FACTS DOCUMENTS AND TARRIF GUIDE – BUSINESS SERVICES

This key facts document is important to you. It summarizes the transaction you are considering. Please only sign after you have read, understood and agreed to the content of this document

REF NO: FLEXIPAY WALLET

(Licensed and Supervised by Bank of Uganda) Customer deposits are protected by the Deposit Protection Fund of Uganda)

Type of account

FlexiPay Business Collections, Transfers and Bulk Payments.

Aims and benefits

A service that aids businesses to disburse and collect funds to/from multiple stores of value; FlexiPay wallets and Mobile money numbers through USSD and Web. The aim is to provide a business with a single transactional interface that enriches convenience, affordability and real time transactional visibility through an interactive dashboard.

Fees, charges and penalties

Deposits, Money Transfer, Cash Out, Bill Payments and Merchant Payments

| TRANSACTION BANDS IN UGX | | Transfer money to other FlexiPay Wallet or Stanbic account | Transfer Money to Mobile Money Wallet | Pay Bills | Pay School Fees | RTGs |
|--------------------------|------------------|--|---------------------------------------|-----------|-----------------|--------|
| Min | Max | | | | | |
| 500 | – 2,500 | Free | 250 | Free | 600 | 5,000 |
| 2,501 | – 5,000 | Free | 250 | Free | 600 | 5,000 |
| 5,001 | – 15,000 | Free | 830 | Free | 600 | 5,000 |
| 15,001 | – 30,000 | Free | 830 | Free | 1,000 | 5,000 |
| 30,001 | – 45,000 | Free | 940 | Free | 1,000 | 5,000 |
| 45,001 | – 60,000 | Free | 940 | Free | 1,500 | 5,000 |
| 60,001 | – 125,000 | Free | 940 | Free | 1,500 | 5,000 |
| 125,001 | – 250,000 | Free | 1,880 | Free | 2,000 | 5,000 |
| 250,001 | – 500,000 | Free | 2,310 | Free | 2,000 | 5,000 |
| 500,001 | – 1,000,000 | Free | 2,310 | Free | 2,500 | 5,000 |
| 1,000,001 | – 2,000,000 | Free | 2,500 | Free | 3,000 | 5,000 |
| 2,000,001 | – 4,000,000 | Free | 3,325 | Free | 3,000 | 5,000 |
| 4,000,001 | – 5,000,000 | Free | 4,975 | Free | 4,000 | 5,000 |
| 20,000,001 | – 100,000,000 | | | Free | | 8,000 |
| 100,000,000 | – 10,000,000,000 | | | Free | | 10,000 |

| Other Services | Charges |
|--|------------|
| Change FlexiPay wallet PIN | Free |
| Liquidation fees to other bank accounts | 0-3% |
| Bulk Payments | Negotiable |
| Balance inquiries and account statements | Free |

Dial ***291#** to transact



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Key to Note: The charges/fees above shall be instantly deducted from your FlexiPay wallet account upon confirmation of the transaction. The fees will be subjected to excise duty payable by the bank to URA on bank charges.

Caution: Never share your PIN, Password or Bank details with anyone. Call 0800251251 to report suspicious requests.

Terms and conditions

- Interest to be earned: Interest is paid out every quarter of the year
- No account opening balance required

Risks Accountabilities

- The Business Partner is responsible for confirming customer payments and reconciling their accounts.
- The Business Partner is responsible for confirming customers FlexiPay wallets and amounts prior to disbursement.

Further points to consider

Inactivity/dormancy:

Your wallet account will be considered inactive after 3 months of no customer activity. You will need to fund your wallet account by depositing money from a FlexiPay wallet, receiving a merchant payment from mobile money or own Stanbic bank account to reactivate. After 9 months of wallet account inactivity, the wallet account is considered dormant. Reactivation must be done within six months upon receipt of notice from the Bank.

Account closure:

You may close your wallet account at any time. To close your account send us confirmation of this request in writing. If you close your account, there will be no charge.

Deposit protection:

Your deposits are insured up to UGX 10 million by the Uganda Deposit Protection Fund. Please make reference to the bank official communication channels.

Tax Implications:

The current withholding tax / excise duty will be debited from your account in compliance with the law.

Account closure: You may close your wallet account at any time by contacting our Customer Call Centre on 0800 251 251.

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 251 251 or flexipaywalletug@stanbic.com. **Or** via the self-service portal under the issue logs tab. We will acknowledge receipt of your complaint, investigate and give you an answer.

Future communications: It is important for us to be able to communicate with you. We will communicate using the contact details availed to us – mobile contact (SMS and telephone calls) or email address (email).

You can opt out of the communication options provided by contacting our Customer Call Centre on 0800 251 251 or Dial *291# option 7

Where can I find out more? If you want more information on this product or the terms used in this KFD, please contact us on Our toll-free lines 0800 251 251 or 0800 150 150, email flexipaywalletug@stanbic.com or visit our website at www.stanbicbank.co.ug

For queries and complaints:

If you are dissatisfied with our services, we welcome you to communicate this to us via The Self-service portal under the issue logs tab or our Contact Centre on 0800 251251 or flexipaywalletug@stanbic.com. We will acknowledge receipt of your complaint, investigate and give you an answer within 24 hours.

Future communications:

It is important for us to be able to communicate with you.

We will communicate using the contact details availed to us - mobile contact (SMS and telephone calls) or email address (email). You can opt out of the communication options provided by contacting our Customer Call Centre on 0800 251251

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 251251**, Email **flexipaywalletug@stanbic.com** or visit our website at **www.stanbicbank.co.ug**