

file

BANK OF UGANDA

OFFICE OF
THE EXECUTIVE DIRECTOR
SUPERVISION



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EDS.306.2

August 17, 2012

***Circular to all Chief Executives of Commercial Banks, Credit Institutions
and Microfinance Deposit-taking institutions***

Appendix A of the Financial Consumer Protection Guidelines 2011

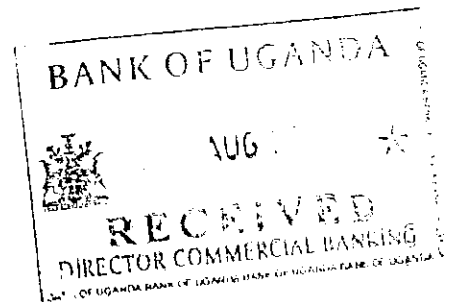
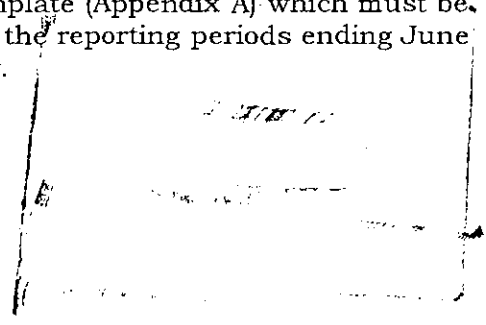
In June 2011, Bank of Uganda issued the Financial Consumer Protection Guidelines, 2011. Part III of the Guidelines covers Complaints Handling and Consumer Recourse and requires Supervised Financial Institutions to provide Bank of Uganda with a bi-annual report on the handling of complaints.

Attached herewith is a copy of the reporting template (Appendix A) which must be submitted to Bank of Uganda ten days following the reporting periods ending June 30 and December 31, of every year, respectively.

We thank you for your usual co-operation.

J. Bagyenda (Mrs.)
Executive Director Supervision

Copy (noo): Director Commercial Banking ✓
Director NBF



Section B: Details of Unresolved Complaints

Date of Complaint	Branch	Account Number and Title	Details of Complaint	Action(s) Taken
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Section C: Recurring Complaints

Has the financial institution identified any recurring or systemic problems in this period? If so, please describe them.

Notes

(1) Do not include in this reporting form complaints which were resolved within one business day after the complaint was received. A complaint is resolved where the complainant has indicated acceptance of a response from the financial services provider.