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EDS.306.2

January 13, 2015

Circular to Chief Executive Officers of Commercial Banks, Credit Institutions and Microfinance Deposit-Taking Institutions

Financial Consumer Protection – Key Facts Documents

Following the workshop held on November 27, 2014 on Key Facts Documents (KFDs), please find attached, soft copies of the following final documents:

- a) Key Facts Document for Loan Products
- b) Annex to the Loans KFD
- c) Key Facts Document for Deposit Products
- d) Annex to the Deposits KFD
- e) Guidance note on the implementation of the KFDs

Local language versions of the KFDs will be available shortly on the Bank of Uganda website under the following link:

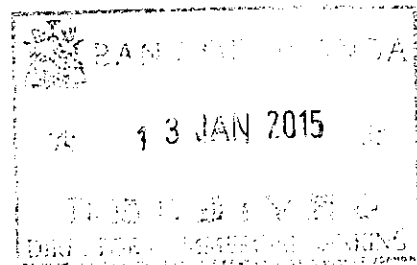
[https://www.bou.or.ug/bou/supervision/Financial Inclusion/Financial Consumer Protection.html](https://www.bou.or.ug/bou/supervision/Financial%20Inclusion/Financial%20Consumer%20Protection.html)

Please note the following compliance dates:

1. All Supervised Financial Institutions are required to send draft KFDs for their main deposit and loan products to Bank of Uganda for review no later than February 16, 2015.
2. Supervised Financial Institutions will be expected to provide KFDs for all deposit and loan products sold from 1st April 2015.

Yours faithfully

Benedict Ssekabira
Ag. Executive Director Supervision



Guidance to Supervised Financial Institutions on the Implementation of Key Facts Documents

<p>Rationale for KFD regime</p>	<p>A major objective of Key Facts Documents (KFDs) is to foster standardisation of disclosure in the financial sector. KFDs should be used to help clients understand the terms and conditions of the project they are considering – thereby, supporting Supervised Financial Institutions (SFIs) in complying with the BOU Financial Consumer Protection Guidelines (FCPGs), 2011.</p>
<p>Application of KFDs</p>	<p>KFD templates have been developed for (1) loan products and (2) deposit products. KFDs must be provided to clients for any loan or deposit product that is being offered by a SFI.</p> <p>It is intended that a KFD will apply to all products offered by SFIs. If an SFI feels that any of their products would fall outside the KFD regime, an application must be made to BOU for a specific exemption.</p>
<p>KFD formats</p>	<p>Templates of the KFDs are provided to support SFIs in providing a uniform document to clients. The text in the templates may only be edited by filling out the blank spaces as stipulated in the guidance (see annexes).</p> <p>The following customisations to the KFDs are permitted:</p> <ul style="list-style-type: none"> • SFIs may use the top margin of the KFDs to customise the documents, for example, with their logos. • The colour of the KFDs may be customised by SFIs as long as legibility is not compromised. If an SFI wishes to provide colour KFDs to clients, this must be submitted to BOU for approval.
<p>Integration into sales process</p>	<p>It is desirable that KFDs are integrated effectively into the sales process – and provided at an early stage of the sales process. For example, clients may wish to take a KFD home and reflect on it before committing to purchasing a product.</p>
<p>Relationship to other contract documentation</p>	<p>The KFDs are not intended to replace existing contractual documentation provided by the SFI to the consumer. Rather, they are designed to supplement existing documentation by providing a simple, accessible and standardised summary of key information.</p>
<p>Requirements for the final KFD</p>	<p>A KFD initially provided to the client to help them choose a product does not need to be signed. However, the final KFD will form part of the contractual documentation and must be signed by both parties.</p> <p>Where terms and conditions of a product change before a contract is agreed with a client, the final KFD must reflect the</p>

	final terms and conditions of the product that the client has accepted.
Local languages	<p>To support SFIs in complying with the FCPGs when doing business with clients who do not have a strong command of the English language, the KFD template will be made available in the following seven (7) local languages:</p> <ul style="list-style-type: none"> • Ateso • Luganda • Lugbara • Luo • Runyankore/Rukiga • Runyoro/Rutoro • Swahili <p>It is recommended that these are used to explain products in local languages where this will enhance the consumers' understanding of their rights and responsibilities.</p> <p>Where a local language template is used, a KFD in English language must still be provided as part of the final contractual documentation.</p>
Guidance on record-keeping	As per other contractual documents, SFIs are required to keep final KFDs on file for a period of ten (10) years.
Supervision	After the compliance deadline has passed, BOU will supervise the implementation of KFDs through its regular supervision activities.

Key Dates

- All SFIs must send draft KFDs for their main deposit and loan products to BOU for review no later than 16th February, 2015.
- SFIs will be expected to provide KFDs for all deposit and loan products sold from 1st April 2015.

ANNEX to the KEY FACTS DOCUMENT – DEPOSITS

--- Guidance to SFIs ---

The objective for Key Facts Documents (KFD) is to present the most important information/features of a product that a customer needs to know in a concise, accessible and comprehensible manner. A customer should be presented with this information through the KFD, without the need to refer to any product brochure. Further, KFDs are intended to show information in a standardised manner (sequence, presentation etc.) so that customers can, if they wish, compare similar products from different institutions.

How do I fill out the KFD?

To accommodate for the diversity of financial products, the KFD template contains open fields to be filled out by the SFI. These fields are marked with reference numbers in the KFD template, with instructions provided in the table below (the instructions also come up in the status bar when you click on the number, or in a separate window when you click on the number and subsequently hit the F1 key).

For each field, double-click on the reference number and replace it with the information as per the instruction. Use the mouse to navigate around the document. There are four possible ways of filling a field:

- 1) Information is already available – This applies to the majority of fields. The information is either already known to the SFI (for example, as is the case for most fees) or an initial offer is being made (for example, the client is being offered an interest rate of 10% per annum).
-> *In such cases, enter the relevant value/information into the field.*
- 2) Fields where the SFI is required to insert a specific word (at times from a range of choices) – In these cases the options are marked below in ***bold italics***. For most of these cases, drop-down menus are provided in the KFD template.
-> *In such cases, complete the field in line with the correct option(s)* (where applicable by using the drop-down menu)
- 3) Fields do not apply to a specific product – This is the case where the KFD template requires information on a product feature which the product in question does not have (for example, there is no end date).
-> *In such cases, enter "n/a".*
- 4) Information is subject to further analysis or negotiation with the customer – This applies only to fields for which the value/information cannot be determined prior to an agreement with a customer or for which an initial offer cannot be made.
-> *In such cases, enter "tba" ("to be agreed"). Please note that these missing fields must be entered and an updated complete KFD provided as part of the final contract documentation.*

Sec	Ref	Instruction
		For all monetary amounts provided within the KFD, state the currency (e.g. UGX / USD).
	1	Insert the name of the supervised financial institution.
	2	Insert the reference number of the KFD, where applicable.
1	3	State the type of deposit account.

Sec	Ref	Instruction
2	4	State, in no more than 160 characters (including spaces), the aims and benefits of the product. This should describe the benefit a customer may achieve through the deposit product (e.g. for a fixed deposit, having accumulated a lump sum to make an investment at a specific point in time; being able to purchase a property).
3a	5	State the interest to be credited to the customer's account as a percentage.
	6	State whether this interest is to be earned per <i>week/month/year</i> or any other period that may apply. Also indicate whether the interest rate is fixed/variable/tiered by checking the respective box(es). Tick all that apply (more than one may apply – e.g. product may have a fixed interest rate which is tiered based on the balance in the account).
	7	State the duration, if applicable.
	8	State the end date. If the product does not have an end date, state "n/a".
3c	9	State the currency (e.g. UGX, USD).
	10	State the minimum amount required for the account to be opened.
3d	11	State the currency (e.g. UGX, USD).
	12	State the minimum balance for the account required to be held in the account at all times, if applicable.
4	13	State the currency (e.g. UGX, USD).
4a	14	State the number of free withdrawals before a fee applies, if applicable.
	15	State withdrawal fee for over the counter (at teller) withdrawals.
	16	State the fee for ATM withdrawals.
4b	17	Indicate the number of statements which are provided free of charge.
	18	If a limited number of account statements is provided free of charge, state the frequency with which free statements are to be provided (e.g. per <i>month, year, over the duration of the contract</i>).
4c	19	Where applicable, state the fee per additional account statement (beyond the free allowance).
4d	20	Where applicable, state the fee for a balance enquiry.
	21	State the frequency with which administrative fees are charged (e.g. per <i>week/month/year</i>).
	22	State (the sum of) administrative fees. NOTE: This section may not be used to avoid clear disclosure by agglomerating a range of different fees together. Please break down this section into specific fees, where possible. Please use 4e)-g) to include any standard fees which have not been captured in the other categories (see Ref. 23 below).
4e	23	Use rows e) – g) within the table to state any other standard fees that may be incurred in the operation of this account. Each fee should be stated individually and included in the table under a separate heading. <ul style="list-style-type: none"> Use the "<i>description of standard fees</i>" column to include the heading of the additional fee Use the "<i>amount</i>" column to include the fees/charges paid for each additional item (see Ref. 24 below). You can include up to 3 additional fees in the rows provided.
	24	State the exact amount of the additional standard fee in question. Do the same for any further standard fees you add to this section of the KFD.
4f	25	State the fee for system alerts, if applicable.
4g	26	State the fee for SMS alerts, if applicable
4i	27	State the account closure fee, if applicable.
4j	28	Use rows k) – m) within the table to state any additional potential fee(s) that may be incurred in the operation of this account. Each fee should be stated individually and included in the table

Sec	Ref	Instruction
		<p>under a separate heading.</p> <ul style="list-style-type: none"> • Use the “<i>potential additional fees/charges</i>” column to include the heading of the additional fee. • Use the “<i>amount</i>” column to include absolute sum of fees/charges paid for each additional item (see Ref. 29 below). <p>You can include up to 3 additional fees in the provided rows.</p>
	29	State the exact amount of the additional potential fee in question. Do the same for any further additional fees you add to this section of the KFD.
4	30	Indicate where the customer can find information on ALL possible fees, charges and penalties (e.g. tariff guide).
5	31	<p>The completion of this section depends on specific risks that may apply to the deposit product:</p> <ul style="list-style-type: none"> • If termination before the maturity of the deposit product will result in forfeiting interest accrued; • If interest for the deposit product is variable; • If a balance below a certain minimum will result in penalty charges. <p>If any of the above apply, use the drop-down menu in a)-c) to insert the relevant statement. Insert as many as apply.</p> <p>If you wish to add any additional risk, you can use the text box in d).</p>
6	32	State the different options for a customer to deposit money: <i>e.g. over the counter, ATM machine, transfers (or standing order) from another account, mobile money.</i>
	33	State the different options for a customer to withdraw money: <i>e.g. over the counter, ATM machine, cheque book.</i>
	34	State the time period after which a customer’s account will be considered inactive (meaning that a particular action needs to be taken before the customer is able to transact using this account).
	35	State the action required to reactive the account (e.g. request in writing that the account be reactivated).
	36	State the process for closing the account (e.g. in writing to ...).
	37	State the exact number of working days.
	38	State the dedicated channel of communication for complaints (e.g. customer care number) as well as the way in which a complaint should be communicated (e.g. in writing, via SMS).
	39	The objective of this section is to foster effective communication between your institution and the customer. Ask the customer for his/her preferred means of communication (a minimum of two) and capture the respective details.
	40	State the contact details of staff of your institution who can help the customer find out more about the specific product in question.
	41	Include the web address (URL) of your institution. Where applicable, include the exact URL where information is provided on the product in question.

How do I include variable features in the KFD?

SFIs should make every effort to provide all relevant information in the KFD that is initially provided to the customer. However, there may be features which can only be determined at a later date or features which may be subject to further negotiation with the client. In such cases, it is important that the customer is issued with an updated ‘final’ KFD which includes all the agreed features of the product.

The last KFD issued to the customer will form part of the contractual agreement between the customer and the SFI. This version must be signed by both the Relationship Officer and the Client.

ANNEX to the KEY FACTS DOCUMENT – LOANS

--- Guidance to SFIs ---

The objective for Key Facts Documents (KFD) is to present the most important information/features of a product that a customer needs to know in a concise, accessible and comprehensible manner. A customer should be presented with this information through the KFD, without the need to refer to any product brochure. Further, KFDs are intended to show information in a standardised manner (sequence, presentation etc.) so that customers can, if they wish, compare similar products from different institutions.

How do I fill out the KFD?

To accommodate for the diversity of financial products, the KFD template contains open fields to be filled out by the SFI. These fields are marked with reference numbers in the KFD template, with instructions provided in the table below (the instructions also come up in the status bar when you click on the number, or in a separate window when you click on the number and subsequently hit the F1 key).

For each field, double-click on the reference number and replace it with the information as per the instruction. Use the mouse to navigate around the document. There are four possible ways of filling a field:

- 1) Information is already available – This applies to the majority of fields. The information is either already known to the SFI (for example, as is the case for most fees) or an initial offer is being made (for example, the client is being offered an interest rate of 24% per annum).
-> ***In such cases, enter the relevant value/information into the field.***

- 2) Fields where the SFI is required to insert a specific word/phrase (at times from a range of choices) – In these cases the options are marked below in ***bold italics***. For most of these cases, drop-down menus are provided in the KFD template
-> ***In such cases, complete the field in line with the correct option(s) (where applicable by using the drop-down menu)***

- 3) Fields do not apply to a specific product – This is the case where the KFD template requires information on a product feature which the product in question does not have (for example, if there is no grace period for a product, the field 3.e. would not apply).
-> ***In such cases, enter "n/a".***

- 4) Information is subject to further analysis or negotiation with the customer – This applies only to fields for which the value/information cannot be determined prior to an agreement with a customer (e.g. the security provided by the customer, the duration of the loan) or for which an initial offer cannot be made.
-> ***In such cases, enter "tba" ("to be agreed"). Please note that these missing fields must be entered and an updated complete KFD provided as part of the final contract documentation.***

Sec	Ref	Instruction
		For all monetary amounts provided within the KFD, state the currency (e.g. UGX / USD).
	1	Insert the name of the supervised financial institution.
	2	Insert the reference number of the KFD, where applicable.
1.	3	State the type of the loan (e.g. salary, business, consumption) in no more than 70 characters.

Sec	Ref	Instruction
2.	4	State, in no more than 130 characters (including spaces), the aims and benefits of the product. This should describe the benefit a customer may achieve through the loan product. For example, if it is a business loan, the aim could be to grow the borrower's business; if it is an educational loan, the benefit could be that the borrower is enabled to complete education.
3a	5	State the currency (e.g. UGX / USD).
3a	6	State the loan amount in numeric form.
3b	7	State the agreed start date.
3b	8	State the prospective end date.
3c	9	State the required or agreed security (collateral) for the loan.
3d		The completion of 3d) will vary, depending on whether loan repayments (instalments) are <u>regular</u> or <u>irregular</u> : <ul style="list-style-type: none"> • If they are <u>regular</u> fill out the amount, frequency and dates as per Ref # 10-13 (below). • If loan instalments are <u>irregular</u>, include "n/a" in fields Ref # 10-13, and include the statement "<i>Loan repayments are irregular</i>" by clicking on the * on the left of "For more details..." / below "repayments". SFls must provide all consumers with a repayment schedule when entering into an agreement on a loan.
	10	State the currency (e.g. UGX / USD).
	11	State the exact amount of each loan instalment.
	12	State the frequency at which instalments/repayments have to be made, e.g. one time per...
	13	State the interval at which instalments/repayments have to be made, e.g. week, month.
	14	State the agreed date instalments are to be made (e.g. beginning of the calendar month).
3e	15	State the grace period.
	16	State the currency of the loan and associated fees (e.g. UGX / USD).
3f	17	State the exact interest rate as a percentage.
i.	18	State whether the interest rate is calculated <i>weekly/monthly/yearly</i> .
	19	State whether the interest rate is calculated on a <i>declining balance</i> or <i>flat rate</i> basis.
	20	State whether the interest rate is <i>fixed</i> or <i>variable</i>
	21	State the total interest cost over the duration of the loan in monetary terms (assuming the interest rate does not change). The total interest is the absolute sum of all interest paid over the duration of the loan.
	22	State the amount of administrative fees.
3f ii.	23	State the period for which administrative fees are charged – <i>week/month/year</i> . NOTE: This section may not be used to avoid clear disclosure by agglomerating a range of different fees together. Thus, fees appearing under this section may not exceed 10% of all the fees listed. Please use section 3. iv. g. to include any fees which have not been captured in the other categories.
	24	State the total administrative fees over the duration of the loan. This is the absolute sum of all administrative fees paid over the duration of the loan.
3f iii.	25	State the sum of all fees charged for insurance purposes over the duration of the loan. This is the absolute sum of all insurance-related fees paid over the duration of the loan.
3f iv.	26	State the sum of all security/collateral and related charges over the duration of the loan.
3f v.	27	State the sum of all legal fees and related charges over the duration of the loan.
3f	28	Use rows vi-ix within the table to state any other fees/charges that may be incurred in the

Sec	Ref	Instruction
vi. vii. viii x.		operation of this account. Each fee should be stated individually and included in the table under a separate heading. <ul style="list-style-type: none"> Use the "description of fees" column to include the heading of the additional fee Use the "amount over the duration of the loan" column to include absolute sum of fees/charges paid under this heading over the duration of the loan (as for ref # 18-23) You can include up to 4 additional fees in the provided rows.
	29	State the exact amount of the additional other fee in question. Do the same for any further standard fees you add to this section of the KFD.
3f	30	State the total cost of credit. The total cost of credit is calculated by adding together all costs which the borrower would need to pay over the duration of the loan. That is, it is the total sum which the borrower would need to repay (including interest payments, together with any fees, charges, commissions, etc.), less the capital sum which is to be borrowed.
4a	31	State the amount of time after which a payment is considered late (e.g. x days).
	32	State the total fee which will be incurred for late repayment.
4f	33	The completion of this depends on whether the interest rate is variable or not: <ul style="list-style-type: none"> If the interest rate is variable, use the following statement by clicking on the drop down menu: <i>The interest rate is variable so the amount of interest you have to pay may increase. We will immediately inform you of any changes.</i> If it is not variable (i.e. fixed), simply choose "n/a" from the drop-down menu.
5.	34	State whether the loan product <i>allows</i> or <i>does not allow</i> early redemption by choosing from the drop-down menu.
	35	If the loan product allows early redemption, state the fee for early redemption. If not, state "n/a".
	36	State the dedicated channel of communication for complaints (e.g. customer care number) as well as the way in which a complaint should be communicated (e.g. in writing, via SMS).
	37	The objective of this section is to foster effective communication between your institution and the customer. Ask the customer for his/her preferred means of communication (a minimum of two) and capture the respective details.
	38	State the contact details of staff of your institution who can help the customer find out more about the specific loan product in question.
	39	Include the web address (URL) of your institution. Where applicable, include the exact URL where information is provided on the loan product in question.

How do I include variable features in the KFD?

SFIs should make every effort to provide all relevant information in the KFD that is initially provided to the customer. However, there may be features which can only be determined at a later stage (such as collateral-related charges) or features which may be subject to further negotiation with the client (such as the interest rate charged). In such cases, it is important that the customer is issued with an updated 'final' KFD which includes all the agreed features of the product.

The last KFD issued to the customer will form part of the contractual agreement between the customer and the SFI. This version must be signed by both the Relationship Officer and the Client.



1
(Licensed and Supervised by Bank 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 3

2. AIMS AND BENEFITS 4

3. TERMS AND CONDITIONS

- a) Interest to be earned: 5% per 6. The interest rate is: Fixed Variable Tiered
- b) Duration: 7 End date: 8
- c) Account opening balance in 9: 10
-) Minimum balance in 11: 12

4. FEES, CHARGES AND PENALTIES

Description of standard fees		Amount in 13
a)	Withdrawal fees Over the counter (teller)	15
	ATM	16
14 free withdrawals (fee applies after these)		
b)	Account statements	19
17 statements free of charge (fee applies after these) per 18		
c)	Balance enquiry	20
d)	Administrative fees per 21	22
e)	23	24
f)		
~)		
<i>Potential additional fees/charges</i>		
h)	System alerts	25
i)	SMS alerts (per SMS alert)	26
j)	Account closure fees	27
k)	28	29
l)		
m)		

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 30.

5. RISKS

- a) 31
- b) 31
- c) 31
- d)

6. FURTHER POINTS TO CONSIDER

How to deposit money into your account: You can pay money into your account in any of the following ways:

32

How to take money out of your account: You can take money out of your account in any of the following ways:

33

Inactivity/dormancy: After 34 of inactivity, an account will be considered inactive. You will need to 35 to reactivate your account. After 2 years of account inactivity, the account is considered dormant. To reactivate, a fee may apply. See 4 (fees).

Deposit protection: Your deposits are insured up to UGX 3 million by the Uganda Deposit Protection Fund. Please ask our staff for further details.

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

Account closure: You may close your account at any time. To close your account 36. If you close your account, there will be a charge for doing so (see 4j) and the account will be closed after 37 days. If this is a fixed deposit account, early termination may result in losing interest accrued.

How to complain: If you are dissatisfied with our services, we welcome you to communicate this to us 38. 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 type="checkbox"/>	Email <input type="checkbox"/>	Post <input type="checkbox"/>	Over the counter <input type="checkbox"/>	Other <input type="checkbox"/>
# 1	39			
# 2	39			
# 3				

Signature Date

Name Date
Relationship Officer Client

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 40 or visit our website at 41

KEY FACTS DOCUMENT – LOANS

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 LOAN 3
- 2. AIMS AND BENEFITS 4

3. COMMITMENT

- a) Loan amount in 5: 6
- b) Duration: from 7 to 8

By taking this loan, you commit to providing security against the money the financial institution lends you, making timely repayments (including interest), and paying interest on your loan as well as any additional fees.

- c) Security: you have to provide the following security: 9

- d) Loan instalments: Repayments of 10 11
are to be made 12 time(s) per 13. and to be paid at 14.

* For more details, please consult your repayment schedule

- e) Grace period: 15

- f) Fees:

Description of fees		Amount over the duration of the loan in 16
i.	Interest The payable interest rate is 17%, calculated 18 on a 19 basis, and at a 20 rate.	Total interest paid 21
ii.	Administrative fees of 22 per 23	24
iii.	Insurance	25
iv.	Security-related charges	26
v.	Legal fees	27
vi.	28	29
vii.		
viii.		
ix.		
TOTAL COST OF CREDIT		30

*The **TOTAL COST OF CREDIT** is the total amount you pay for your loan. It is calculated by adding together all costs you will need to pay over the period of the loan. Note that this is based on the terms above and may be subject to change. Also remember that you will also have to pay back the sum you borrowed (see 3.a. above).*

4. RISKS

- a) Late repayments: if you delay repaying by more than 31, you will be charged 32.
- b) If you fail to repay the loan, you can lose your security.
- c) If you fail to repay the loan, you risk losing your reputation in your community and in front of your family.
- d) Failure to repay can harm your chances of accessing loans in the future.
- e) In case of default, you will have to meet the costs of loan recovery.
- f) 33

5. FURTHER POINTS TO CONSIDER

The right to cool off: You have up to 10 working days from when you sign the contract to "cool off", i.e. to cancel the loan by terminating the contract. To "cool off", you have to provide written notice to the lender and return all the borrowed money. The lender may charge you a fee not exceeding 5% of the value of the loan. The right to "cool off" applies only to loans of UGX 3,000,000 or above with a duration of at least one year.

Early redemption: This loan 34 you to pay back the money you borrowed before the agreed date at a fee of 35.

How to complain: If you are dissatisfied with our services, we welcome you to communicate this to us 36. We will acknowledge receipt of your complaint, investigate and give you an answer within two weeks.

Credit Reference Bureau: Every borrower must be registered and requires a financial card.

Also remember to ask about:

- a) Insurance (risks insured, premiums, and benefits that accrue to the borrower).
- b) Security concepts (professional valuation, forced sale value, security margin and cash margin).
- c) Measures taken in case of failure to repay.
- d) Guarantor policy (if applicable) and the risks to the guarantor.
- e) Security liquidation policy/process.
- f) Security release process and associated costs.

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 type="checkbox"/>	Email <input type="checkbox"/>	Post <input type="checkbox"/>	Over the counter <input type="checkbox"/>	Other <input type="checkbox"/>
# 1	37			
	37			
# 3				

Signature Date

Name Date

Relationship Officer

Client

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