

# BANK OF UGANDA

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SUPERVISION



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***All Chief Executives of Commercial Banks, Credit Institutions & Micro Finance Deposit Taking Institutions***

**Financial Consumer Protection: New Awareness Materials for Consumers**

Bank of Uganda, in cooperation with the Financial Consumer Protection consultative group, developed awareness materials for consumers of financial services. The materials are intended to educate consumers of financial services about their rights and responsibilities based on the Financial Consumer Protection Guidelines.

The materials include:

- Poster on Financial Consumer Protection;
- Brochure on Accounts;
- Brochure on Loans;
- Flyer on 'Being a guarantor'; and,
- Flyer on Complains Handling.

The materials are available in eight languages (Ateso, English, Luganda, Lugbara, Luo, Runyankole, Runyoro, Swahili). Softcopies of the materials can be downloaded from the BoU website: [www.bou.or.ug](http://www.bou.or.ug) > Financial Inclusion > Financial Consumer Protection > Awareness Materials.

All Supervised Financial Institutions are required to reproduce the materials for their clients. Please display the posters in the banking halls and distribute the brochures and flyers to your existing and potential clients.

Your usual cooperation is highly appreciated.

J. Bagyenda (Mrs.)

**Executive Director Supervision**