



# ACCOUNT OPENING FORM (Individuals)



Branch	<input type="checkbox"/> Single <input type="checkbox"/> Joint <input type="checkbox"/> Guardian /Trustee(s)	Date	DD / MM / YYYY
Account Number <i>(To be filled by Bank Official)</i>			
Account Title <i>(To be filled by Bank Official)</i>			

## A. ACCOUNT TYPE & SERVICES

ACCOUNT TYPE	Specify Account	SERVICES						
		Post Alerts	Post Card	Post Mobile *263#	Post App	Post Online	Post E-Statement	
Diaspora Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Self register  	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Pre-ticked services are "offered by default"
Early Start Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Foreign Currency Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Save As You Earn (SAYE)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Smart Woman Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Summit Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Transaction Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
VSLA Account - Individual	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Youth Save Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Other Account	<input type="checkbox"/>							
- Please specify currency	<input type="checkbox"/> UGX <input type="checkbox"/> KES <input type="checkbox"/> TZS <input type="checkbox"/> USD <input type="checkbox"/> GBP <input type="checkbox"/> EUR							

## B. APPLICANT DETAILS

Surname			
Other Name(s)		Date of Birth:	DD / MM / YYYY
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	Marital Status	
Type of ID Card <i>(We only accept these)</i>	<input type="checkbox"/> National ID <input type="checkbox"/> Passport <input type="checkbox"/> Refugee ID	ID Card No. (NIN)	
		ID Card Expiry Date	DD / MM / YYYY
Nationality		Country of Residence	

### Contact Details

Mobile Phone No.		P.O. Box No.	
Other Phone No.		Postal Office	
Email (Personal)			
<input type="checkbox"/> I guarantee the accuracy of the contacts (mobile/email) provided above and consent to the use of my Mobile Phone No. and Email above for the bank's digital services. <input type="checkbox"/> I accordingly agree to hold the bank harmless from any loss/claims that may arise should the bank rely on them.			

### Current Residential Details

State/City/District		Province/County	
ZIP Code/ Village		Zone/Plot No./ Street	

## C. SPECIMEN

Signing mandate	Applicant's Photo	Specimen Signature
<input type="checkbox"/> Alone <input type="checkbox"/> Either to sign <input type="checkbox"/> All/Both to sign <input type="checkbox"/> Other(Specify) <input type="text"/>		

## D. EMPLOYMENT/ BUSINESS DETAILS

Source(s) of Income	<input type="checkbox"/> Salary	<input type="checkbox"/> Business	<input type="checkbox"/> Other (Specify) _____		
If self-employed, specify the nature of business involved in e.g. Agriculture, Trade, Tourism, Transportation, etc.					
Current Employer's Name					
Work Physical Address					
Current role/title					
Monthly gross income or Monthly gross turnover	UGX Equivalent	<input type="checkbox"/> Below 500,000	<input type="checkbox"/> 500,000 - <1m	<input type="checkbox"/> 1 - <3m	<input type="checkbox"/> 3 - <5m
		<input type="checkbox"/> 5 - <10m	<input type="checkbox"/> 10 - <20m	<input type="checkbox"/> 20 - <50m	<input type="checkbox"/> Above 50m

## E. NEXT OF KIN

Names		Relationship	
Address		Telephone No.	
Email			

## F. OTHER ACCOUNT DETAILS

Other accounts with Post Bank if any	<input type="checkbox"/> Yes	<input type="checkbox"/> No																		
Account Names		Account No.																		
Account Names		Account No.																		

## G. DEPOSIT PROTECTION FUND REQUIREMENTS

Please choose below your preferred mode of payment and provide the details:

<input type="checkbox"/> Alternative Bank Account Details (Not in PBU)	<input type="checkbox"/> Registered Mobile Money Number Details
Bank Name	Telecom Name
Account Names	Registered Names
A/C Number	Registered Number

## TERMS AND CONDITIONS

### 1. INTRODUCTION

- 1.1. These terms set out the terms and conditions upon which we, the Bank will provide banking services to you and references to 'we', 'us', or 'our' read to mean the Bank. References to 'you' or 'your' or 'yourself' are references to the person or persons in whose names the account is held.
- 1.2. The terms and conditions are limited to providing general banking services and form a legal agreement between you and us; so please confirm that you understand all of them.
- 1.3. The terms and conditions apply to all accounts (both transactional and savings) whether opened on the date of signing these terms and conditions or on a later/prior date.
- 1.4. We reserve the right to change or amend any or all of these terms upon giving you notice in accordance with the Bank of Uganda Consumer Protection Guidelines.

### 2. ACCOUNT OPENING

- 2.1. By signing these terms, you guarantee the accuracy of the information submitted on this application. We shall not be held liable for any misrepresentation or any legal consequences arising from reliance on the information provided by yourself.
- 2.2. We may at our discretion decline to open an account for any applicant for an account. We are under no obligation to communicate the reason for our decision to the applicant.
- 2.3. At account opening and at any time throughout the lifetime of the account, you are agreeing to provide us with any supplementary documentation and information we may request for from time to time in order to undertake our due diligence as required.
- 2.4. You will provide us with specimen signatures of each of the persons authorized to operate your account.
- 2.5. If false or inaccurate information is provided and fraud is identified or suspected, your details may be forwarded to the relevant enforcement agencies for any further action as may be required.

### **3. ACCOUNT OPERATION OBLIGATIONS**

- 3.1. We shall not be liable whatsoever for funds handed to Bank Tellers outside banking hours and/or outside designated banking premises or channels.
- 3.2. It shall be incumbent on you to request for and/or acquire a duly signed deposit slip or acknowledgement receipt at all times when you make a deposit transaction from any of our designated points of representation to aid your transaction confirmation and reconciliation.
- 3.3. You will authorize us to accept instructions signed by yourself/yourselves.
- 3.4. We shall not make any payment out of your account to any party unless you have consented by giving instruction in accordance with the mandate held by us.
- 3.5. Any cancellation of an instruction shall be communicated to us at least one working day before the payment is due to be debited. For avoidance of doubt, the time of receipt is the time we receive the instructions not the time you send them.
- 3.6. We shall at any time freeze your account as long as there is any dispute or reason to suspect any fraud on the persons entitled to operate the same.
- 3.7. We shall at our discretion refuse to act on any instruction if;
  - We are unable to authenticate the origin of the instructions
  - The instructions are unclear, incomplete, not signed or not in the approved form.
  - The instruction would cause you to exceed authorized limits for your account.
  - Complying with the instruction would be contrary or in breach of any law/regulation applicable to us
- 3.8. We shall notify you with reasons in case we decline to honor instructions, unless if we are limited by circumstances beyond our control preventing us to give this information.
- 3.9. You shall keep confidential at all times your ATM Card/Password/PIN/Login credentials/phone messages or any other security information secure to prevent any fraudulent use to them. We will not be held liable in case your password/PIN/Login credentials/-phone messages are misappropriated by a third party to access and/or transact on your account.
- 3.10. You shall within 24 hours write to us if any card/PIN/security device or security details are lost or stolen or suspect to be used or accessed by an unauthorized person.

### **4. COMPLAINTS**

- 4.1 We shall not be liable for any matters unless you make a complaint to us as soon as reasonably possible either verbally or in writing, through our official communication or feedback channels provided.

### **5. INCIDENT COMMUNICATION**

- 5.1. You will communicate to us in writing in the event of any significant incident or decision alteration (such as change in signatories or signing mandate) in the general operations of your account.
- 5.2. In the unfortunate event of death of any signatory of a joint account holding, the survivor(s) undertake(s) to advise the bank in writing of such death within reasonable time. In absence of acknowledgment (in any form) of receipt of such notification, the Bank shall not be held liable for allowing continuation of operations on any affected account(s).

### **6. BANK CHARGES**

- 6.1. We may apply charges for use of the account and for services provided to you in accordance with our prevailing tariff guide in accordance with the Consumer Protection Guidelines issued by the regulator.
- 6.2. We may apply new or revised charges to your account at least 30 calendar days after the change notice is given in print media and displayed in our designated branches and website.
- 6.3. We are mandated to debit your account for any of the followings;
  - Interest on any facility granted by us at a prescribed date, unless otherwise agreed in writing.
  - All charges including but not limited to statement printing, taxes and duties and any other expense incurred in operating this account.

### **7. DEBIT INSTRUMENTS**

- 7.1. We have the discretion to issue you with a debit card for operations of your account and to retain or cancel your instruments if there is any suspicion of fraud regarding your account.
- 7.2. We shall not be liable for any loss arising from lost or misplaced debit instruments e.g. In-house vouchers or voucher book(s) if we are not notified within a reasonable period (at most within 24 hours of its loss).

### **8. STATEMENTS**

- 8.1. We shall provide you with free regular electronic copies of your statements onto your availed email address and upon registration on the Bank's internet banking platform, the same shall be available online. Any paper statements or additional requests will be charged in accordance with our prevailing tariff guide.

8.2. We shall avail your transactional information for a period of 10 years preceding the date of request in accordance with the regulations; any information required exceeding 10 years will be at our discretion.

### 9. DISCLOSURE OF PERSONAL DATA

9.1. We shall treat your personal information as private and confidential (even when you cease to be a customer). We may however disclose your personal data:

- where such disclosure is required for performing obligations in the course of or in connection with the provision of our services or
- to third party service providers, agents and other organizations engaged by the bank in compliance with our statutory or legal obligations.

9.2. We may provide all your credit information with any Credit Reference Agencies who may make this information available to other organizations at any time during the operation of your account to help us, as financial service providers, make credit decisions and/or detect crime.

### 10. INACTIVE ACCOUNTS

10.1. Your account will be classified as inactive if there are no customer-initiated transactions for a consecutive period of 6 months. Anytime thereafter, you may be given 14 calendar days' notice to re-activate or authorize its closure.

10.2. In any case, if this inactive state continues for a consecutive period of 18 months, the account shall be deemed to be dormant and therefore dealt with in accordance with the prevailing laws of the country.

### 11. CLOSING OF ACCOUNT

11.1. You reserve the right to give us written instructions to close your account as per the signed mandate.

11.2. We may terminate your account immediately if we have reasonable grounds to suspect any of the following:

- That you provided us with false information.
- That it is being used for illegal dealings.

### CONFIRMATION AND CONSENT:

I/We, the undersigned confirm that the information given is true and complete and agree that I/We have read and understood the above terms and conditions and hereby fully consent to be bound by them as construed and governed by the laws of Uganda.

Name	Signature	Date
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY

FOR BANK USE ONLY			Customer ID No.	P	B						
<b>PEP Status</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<b>PEP Reason</b>								
Sales Agent Name			Agent ID/PF Code								
<b>Core Banking</b>	Maker_Name		Signature & Date								
	Checker_Name		Signature & Date								
<b>Card Man</b>	Maker_Name		Signature & Date								
	Checker_Name		Signature & Date								
<b>Mobile/Internet</b>	Maker_Name		Signature & Date								
	Checker_Name		Signature & Date								
<b>Comments (If any)</b>											