

PRODUCTS / SERVICES	TARIFF DETAILS
Tariff for cash Deposit	Cash deposit over the counter and on Agency is free of charge.
Tariff for cash withdrawal	Over the counter: <ul style="list-style-type: none"> • below RWF 400,000 (ATM Limit) at FRW 2,000 • Deposit/ Withdrawal using Advantage counter by non-members at FRW 3,000 • Using ATM (with a daily limit of FRW 400,000): FRW 250 & USD 1 • KCB cars on other bank's ATM: FRW 1,000
Local funds transfers	<ul style="list-style-type: none"> • KCB – KCB (including Bulk): FRW 200 per transaction except on saving account • KCB – other banks: FRW 500 per transaction • Incoming transfers: FRW 500
Debit card/ATM	<ul style="list-style-type: none"> • ATM Mini statement/Print out: FRW 100 • Card: issuance, replacement & stoppage: FRW 4,000
Cheque	<ul style="list-style-type: none"> • Cheque book cost of 24 leaves FRW 3,000 • Cheque book express order FRW 10,000 • Stopping cheque FRW 5,000 • Certified cheque FRW 7,500
Internet banking	We charge as per the bank's Tariff
Mobile banking	<ul style="list-style-type: none"> • SMS Alert: FRW 50 • Balance & mini statement inquiry FRW 100 • Funds transfers FRW 300
Standing order	<ul style="list-style-type: none"> • Set up fee FRW 2,000 • Monthly transaction to KCB Accounts FRW 200 • Monthly transaction to Other banks FRW 500 • Amendment FRW 2,000 • Cancellation FRW 2,000 • Standing orders to KCB savings account is free • Unpaid standing orders (insufficient fund) FRW 5,000
International payments	<ul style="list-style-type: none"> • KCBR to other Banks (SWIFT): 0.5% of value transferred - min USD 35, max USD 200 • SWIFT Amendment FRW 10,000 • Swift Cancellation FRW 10,000
Bank statements	<ul style="list-style-type: none"> • Bank statement FRW 1,000 per page • Account statement for visas applicants FRW 5,000 • Account Statement for audit purpose FRW 10,000 • Document search Fees 0-3 months FRW 5,000 • Document search fee over 3 months FRW 20,000 • Document search fee over 1 year FRW 30,000
Safe custody	<ul style="list-style-type: none"> • Sealed envelope, small packages FRW 15,000 per quarter • Large boxes FRW 25,000 per quarter • Access charge to safe custody items FRW 2,000

***Note:** You might be required to pay additional fees on any transactions listed above. Government charges may also apply. Please ask the financial institution for more details*



KCB

BANK

How long do money transfers within Rwanda take?

<p>If you send funds when will the recipient receive them?</p> <p>TAT on money transfers</p>	<ul style="list-style-type: none"> • If the transfer is done within (KCB to KCB): 1day • If they are transferred IS to an account outside of KCB: 1 to 2 working days
<p>When will funds transferred to your account be available?</p>	<ul style="list-style-type: none"> • If the transfer is done within (KCB to KCB): 1 day • If we are the beneficiary institution: 1 to 2 working days

Other important info you should know

- **Required Identification:** To open an account you will need to provide customer identification requirements. This can include providing documents and information to verify your identity. You can ask your financial institution for more details.
- **Paying fees:** some of the fees listed in this KFS will be debited to your account. However, a change over time after you open this account / new fees might be introduced through our tariff. You may can ask your financial institution for more details.
- **VAT:** this will apply where applicable.
- **Account closure:** to close your account you will need to pay a fee of FRW 7,400 for personal account and FRW 10,900 for business account. You also need to consider any outstanding transactions that may affect the closure of this account, such as outstanding cheques, standing orders and unpaid fees. **Kindly consult your financial institution for more details.**
- **Dormant/Inactive account:** If you do not use your account for 6 months it will be treated as inactive or dormant and you will need to reactivate it at a fee of FRW3,000.

Do you have questions or complaints for us? Call us on +250 788140000 or 5222, email contactus@rw.kcbbankgroup.com or write to P.O. Box 5620 Kigali Rwanda, KN 4 Ave 18 to contact us regarding your question or complaint.

If you are unsatisfied with how your institution responds to your complaint? You can contact the Office of the Ombudsman to help address your complaint

Telephone 199 or email: ombudsinfo@ombuds-man.gov.rw / write to mailing address: P.O Box 6269- Kigali, or visit website: www.ombudsman.gov.rw

I the undersigned hereby aknowledge receipt of the key fact statement:

Customer name, signature and date: