

**KEY FACTS DOCUMENT – LOANS - 2023/2024**
**BANK OF AFRICA– UGANDA Ltd.**
**Reference No.:**

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

Section	Description ( <i>Tick where applicable</i> )	UGX	USD	EUR	KES
A	1. <b>Type of Loan:</b> Unsecured SME loan				
	2. <b>Aims and benefits:</b> Unsecured short term credit to finance requirements including clearing taxes, top up payments for import & export business and payments to local manufacturers.				
B	<b>3. Commitment</b>				
	3.1) <b>Undertaking:</b> By taking this loan, you commit to make timely repayments (including interest), and paying interest on your loan as well as any additional fees.				
	3.2) <b>Loan Amount</b>				
	3.3) <b>Duration</b> From: _____ To: _____				
	3.4) <b>Security/Collateral:</b> You have provided the following security-----				
	3.5) <b>Loan instalments</b> (repayments) of -----are to be made----- time(s) per month to be paid at----- (For more details, please consult your repayment schedule)				
	3.6) <b>Grace period:</b>				
	<b>3.7 Fees, Charges &amp; Penalties</b>				
			<b>Amount</b>	<b>Frequency of payment</b>	<b>Service Provider</b>
	1) Lending Interest Rate: The payable interest rate is ..... calculated monthly on a declining balance basis at a fixed rate			Equal installments every month	BOA
	2) Insurance fees (Default in case of death)			Once	Insurance Company
	3) Legal-fees including bank stamp duty			Once	BOA
	4) Arrangement Fees			Once	BOA
	5) Valuation of security/collateral including search letter			Once	Valuation Firm
6) Credit Monitoring Fees			Monthly	BOA	
7) Application Fees			Once	BOA	
8) Stamp duty (as levied by URA)			Once	URA	
<b>TOTAL COST OF CREDIT</b>					
<p><b>NB 1:</b> 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.</p> <p><b>NB 2:</b> Ask the credit officer for copies of all documents e.g. Loan Agreement / Letter of Offer,</p>					

Repayment Schedule, Valuation Report of Security, and Insurance Policy among others.

- C**
- 4. Risks**
- 4.1) **Late repayment:** If you delay repaying by more than 30 days, you will be charged Penalty Interest at a rate of 5% of the outstanding loan amount.
  - 4.2) **Loss of Security / Collateral:** If you fail to repay the loan, you can lose your security.
  - 4.3) **Loss of Credibility:** If you fail to repay the loan, you risk losing your reputation in your community and in front of your family.
  - 4.4) **Adverse Information:** Failure to repay is kept in the Credit Reference System and can harm your chances of accessing loans in the future and / or enjoying low lending interest rates.
  - 4.5) **Pay for Loan Recovery:** In case of default, you will have to meet the costs of loan recovery.

- D**
- 5. Further Points to Consider**
- 5.1) **The right to cool off:** You have up to 10 working days from when you sign this contract to “cool off” i.e. to cancel this 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.
  - 5.2) **Early redemption:** This loan allows you to pay back the money you borrowed before the agreed date at a fee of 2% of the loan amount.
  - 5.3) **How to complain:** If you are dissatisfied with our services, we welcome you to communicate this to us at [feedback@boauganda.com](mailto:feedback@boauganda.com) or [www.boauganda.com](http://www.boauganda.com) or call our customer care hotline on 0414 302 001 or toll free on 0800100140. We will acknowledge receipt of your complaint, investigate and give you an answer within two weeks
  - 5.4) **Credit Reference Bureau:** Every borrower must be registered and requires a financial card.
  - 5.5) **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.
  - 5.6) **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     Email     Post     Over the counter     Other   
 PhoneNo.....PostalAddress.....Email.....
- |                |                      |                   |                   |                   |                   |
|----------------|----------------------|-------------------|-------------------|-------------------|-------------------|
| Signature:     |                      |                   |                   |                   |                   |
| Name:          |                      |                   |                   |                   |                   |
| Title/Position | Relationship officer | Branch Supervisor | Account Signatory | Account Signatory | Account Signatory |
- 5.7) **Where to find out more about this product;** If you want more information on the terms used in this Key Facts Document or product, please contact us on **0414302001** or visit our website at [www.boauganda.com](http://www.boauganda.com)