

## DATA SUBJECT CONSENT FORM

Guaranty Trust Bank (Rwanda) Plc is asking for your Consent to collect and use your personal data in accordance with the law N° 058/2021 of 13/10/2021, relating to the Protection of Personal Data and Privacy.

This consent is designed to provide you with clear information about how we collect and use your personal data.

### The Bank collects and processes data in the following categories:

1. Personal identification information for KYC checks and credit history verification.
2. Data essential for delivering banking services.
3. Information used for various communication methods, including postal mail, telephone calls, text messages, and emails.

The Bank collaborates and may share personal data within the group, agents, government entities, third parties, local and international financial institutions to enhance service delivery.

Data subjects may exercise their rights by contacting us at: [isurw@gtbank.com](mailto:isurw@gtbank.com). These rights include access, rectification, erasure, processing restriction, data portability, and objection.

By signing, I acknowledge that I have read and understood the content of this Consent, and willingly grant permission for the Bank to process my personal data as described herein.

### Consent Granted by:

☐ My Self

ID/Passport Number:

Account Number:

☐ Parent

☐ Representative

☐ Legal Guardian

### On behalf of the minor:

Minor name:

ID/Passport no:

Account Number:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

☐ Entity/Organization

Name:

Reg No:

Account Number:

Legal representative

1.Name:

Signature:

2.Name:

Signature:

3.Name:

Signature:

### For Bank Use Only

Staff names:

Staff ID:

Signature and Stamp: \_\_\_\_\_

Please visit our website to view our privacy policy: <https://www.gtbank.co.rw/privacy-policy>

# Account Opening Form- Individual Form A



Guaranty Trust Bank (Rwanda) plc

**Account Type:**<sup>(mandatory)</sup>  
(Tick as appropriate)

Current ☐ Easy Savers ☐ eAccount ☐ GT Aguka ☐ Smart Kids Save ☐ GTSave Personal Saver ☐ GTSugira ☐ GTCrea8 ☐  
Seniors ☐ Others  Currency: RWF ☐ \$ ☐ £ ☐ € ☐ Others:

This form should be completed in CAPITAL LETTERS.

Characters and marks should be similar in style to the following : ☐ A ☐ B ☐ C ☒

Branch:

Account No.:   
(for official use only)

Please affix  
passport photo

## Personal Information

Title:  Surname:   
(Please specify) (mandatory)

First Name:   
(mandatory)

Other Name(s):

Marital Status: ☐ Single ☐ Married ☐ Others  (please specify) Gender: ☐ Male ☐ Female ☐  
(please tick '✓' as appropriate) (mandatory)

Place of Birth:  Date of Birth:     
(mandatory) Day Month Year

Customer's Social Economic Class:

Tax Identification No.:   
(If available)

Level of Education:   
(mandatory)

Purpose of Account:   
(mandatory)

Nationality: ☐ Rwandan ☐ Others  (Please specify)

Resident Permit No.:  Social Security Number:   
(mandatory for non-Rwandans) (Mandatory for US citizens)

Permit Issue Date:    Permit Expiry Date:     
(mandatory for non-Rwandans) Day Month Year (mandatory for non-Rwandans) Day Month Year

How is the customer related to the Bank:   
(mandatory)

Relationship type: ☐ Direct or indirect relationship with the bank ☐ Non-related Party ☐  
(mandatory)

## Contact Details

**Residential Address** <sup>(mandatory)</sup>

House/Plot Number:  Street name:

Village:

Cell:  Sector:

District:  Province:

Mailing Address:   
(if different from the Residential Address)

Mobile No.:  Other mobile No.:   
(mandatory)

E-mail Address:

## Means of Identification

(mandatory)

National ID Card

International Passport

ID No. / Passport No.:

Date Issued:

Day

Month

Year

Expiry Date:

Day

Month

Year

## Account Service(s) Required (Please tick applicable option below)

Internet Banking  
(Charges apply)

☐

E-mail Statement

☐

Rwf Classic Debit Card  
(Charges apply)

☐

Rwf GTCrea8 Card  
(Charges apply)

☐

Rwf Platinum Card  
(Charges apply)

☐

SMS Alert  
(Charges apply)

☐

E-Mail Alert

☐

Mobile banking  
(Charges apply)

☐

Token  
(Charges apply)

☐

Mobile No.:  
(for Mobile banking and SMS alerts)

Email address:  
(for internet banking and email alerts)

\*Kindly refer to the **Bank's Key Fact Statement** for cards fees and charges before you tick your choices

\*Checked e-banking services are provided automatically when the account is opened (3rd party transfers on e-channel will require a token)

Statement Preferences :

Daily

☐

Weekly

☐

Monthly

☐

Quarterly

☐

Semi-Annually

☐

Annually

☐

Cheque Book Requisition:  
(Fees Applies)

24 leaves

☐

24 leaves (express)

☐

Cheque Confirmation: Will you like to pre-confirm your cheques?

Yes

☐

No

☐

Cheque Confirmation Threshold: If the answer to the above is yes, please specify the threshold

\*Minimum confirmation threshold is currently Rwf 200,000.00

I/We hereby acknowledge cost related to requested services as listed on Key Fact Statement and authorize Guaranty Trust Bank (Rwanda) plc to create and/or activate the above ticked services.

Name

Signature

Day

Month

Year

## Employment Details

(each field is mandatory)

Employment Status:

Employed

☐

Self-Employed

☐

Unemployed

☐

Retired

☐

Student

☐

Others

(Please specify)

Average Annual Income salary

Salary (a) Less than Rwf 200,000

☐

(b) Rwf 201,000 -Less than Rwf 1 million

☐

(C) Rwf 1 million - less than Rwf 2 million

☐

(d) Rwf 2 million - less than Rwf 4 million

☐

(e) Rwf 4 million - less than Rwf 20 million

☐

(f) Rwf 20 million - less than Rwf 40 million

☐

(g) Rwf 40 million - less than Rwf 80 million

☐

(h) Rwf 80 million - less than Rwf 400 million

☐

(i) Above Rwf 400 million

☐

Income Frequency:

(mandatory)

Business Segment:

(mandatory)

Sector:

Sub-sector:

Sub-sub-sector:

Number of Dependants:

Business/Employer's Name:

Business/Employer's Address:

House/Plot Number:

Village:

Cell:

Sector:

District:

Province:

Nature of Business/  
Occupation:

Office Phone No.:

Sources of Fund to the Account:

1

2

Expected Annual Income from other Sources:

Name of Associated Business(es) (if any):

(mandatory)

*(SKS Account will be converted into a normal saving account at the age of 18 and the parent/guardian will give rights to the child to operate the account.)*

(mandatory)

*(GTCrea8 Account will be converted into a normal saving account at the end of your studies)*

(each field is mandatory)

(each field is mandatory)

(mandatory)

S/N	Name and Address of Bank/Branch	Account Name	Account Number	Status : Active/Dormant
1				
2				
3				
4				



## TERMS AND CONDITIONS

We confirm and agree that my/our account(s) and all banking transactions between me/us (“the Customer” “I”, or “me” or “us” or “we”) and Guaranty Trust Bank Rwanda (“the Bank”) shall be governed by the conditions specified below and/or the terms of any specific agreement between me/us and the Bank or where not regulated by either the conditions or such agreement, by customary banking practices in Rwanda:

1. The Bank will not establish or operate the requested account(s) unless and until it has received the required supporting documents for the account, a list of which has been provided to us and is included with this application form.
2. The Bank is hereby authorized to undertake all “Know Your Customer” (KYC) procedures specified by applicable law and/or regulations and/or Bank policies. We hereby authorize you to debit my/our account without further notice to me/us for the costs attendant to such KYC procedures if the law and regulations permit
3. I/we hereby, authorize the bank to disclose at any time and for any purpose, any information whatsoever relating to my/our personal data, accounts, transactions or dealings with the bank, to any of the bank's offices, branches, Representative offices, affiliates, subsidiaries, wherever located, for the purpose of administration of my/our account or to any governmental, regulatory, statutory, judicial or quasi-judicial authority and any agent or contractor engaged to perform services for the bank's benefit.
4. The Bank may, without prior notice, impose or change the minimum balance requirements for my/our account(s) or alter the applicable interest rate(s) for or the charges relating to such account(s) or any of them.
5. The Bank is authorized, where the balance standing to the credit of my/our accounts is below the required minimum balance, to either amend the rate(s) of interest payable or close the account(s).
6. The Bank is authorized to transfer money from any deposit account, I/We maintain to any other account(s). I/We maintain with the Bank whose balance is below the required minimum.
7. The Bank shall, in addition to any right of set-off or similar right prescribed by law, be entitled, without notice, to combine and consolidate all or any of my/our or Accounts with the Bank (without any liabilities to the Bank) and/or to set off or transfer any or all amounts owed by me/us or either of us or a related party to the Bank against any and all money which the Bank may hold for my/our account or any other credit be it cash, cheques, valuables, deposits, securities, negotiable instruments or other assets belonging to me/us whether held on current or deposit account or otherwise and whether in **Rwf** or any other currency (hereinafter referred to as “foreign currency”).
8. The Bank shall be entitled to retain and not repay any amount whatsoever that it owed to me/us or which it holds on my/our behalf and until all amounts owed by me/us or the related party to the Bank have been repaid or discharged in full and, for so long as such amounts have not been discharged or repaid in full, the Bank shall be entitled to appropriate any amounts so owed to me/us or held on my/our behalf in or towards the payment and discharge of the amounts owed by me/us or either of us or the related party to the Bank. “Related Party” means an entity in which the Customer is a director/shareholder; or the Customer's spouse(s), sibling(s), child/children, and/or parents; or an entity in which the Customer's spouse, sibling, and/or parent is a director/shareholder.
9. When effecting any set-off the Bank shall be entitled at its absolute discretion, with or without notice to us to convert any **Rwf** or foreign currency into the currency in which the amount owed was incurred at the applicable official exchange rate for the currencies in question prevailing in **Rwanda** at the time of such conversion. The exchange rate determined by the Bank depending on market conditions in **Rwanda**.
10. I/We shall be responsible for all costs, expenses and liabilities arising from the purchase, retention and sale of investments made on our behalf by the Bank which include but are not limited to all taxes, statutory fees, duties and levies.
11. The Bank is hereby authorized, in the absence of any written instruction to the contrary, to place my/our funds in any appropriate investment (which for the purpose of this clause shall include but not be limited to investments in Commercial Paper whether guaranteed by the Bank or Otherwise) or on deposit and to renew/reinvest at maturity any investments or deposit made in my/our name(s) on the same terms and conditions that applied to such investment/deposit immediately prior to its maturity or on such other terms and conditions as the Bank may, in its absolute discretion, consider appropriate under the circumstances.
12. The Bank may, unless otherwise instructed by me/us, retain on my/our behalf, on a safe custody basis, any investment instruments issued in respect of an investment made on my/our behalf and unless otherwise specifically agreed. I/We will not have recourse to the Bank for the value or worth of such investments.
13. Where the Bank, in the absence of any previous agreement as to rate of interest and costs and charges that will apply if my/our accounts or any of them becomes overdrawn, in its absolute discretion allows us to make any drawing that results in my/our account(s) or any of them becoming overdrawn, the Bank shall be entitled to charge such rate of interest and impose such charges as, in its absolute discretion, it considers appropriate in the circumstances and I/We agree to pay such interest and charges to the Bank on demand.
14. I/We agree that where I/We give any instruction for a payment(s) that in aggregate exceed(s) the amounts standing to the credit of my/our account(s) against which payment is to be made, the Bank reserves the right to decline to carry out such instruction or where there is more than one transaction, to select the transaction that shall be executed without reference to the date of dispatch or time or receipt of my/our instructions, if the Bank in its discretion makes any such payment for which our/my account is not funded we/I confirm our obligation to repay the Bank whether or not the Bank makes a demand, any outstanding sum in addition to charges and interest accrued thereon.
15. Where I/We maintain a credit account with the Bank in any foreign currency, the credit balance of such account may be held by the Bank with any bank or financial institution it considers first rate located in any country in which such foreign currency is legal tender. Such credit balance will accordingly be subject to all laws and applicable regulations in **Rwanda** and in the country in which such credit balance is held and the Bank shall not be held liable if the credit balance or any part thereof becomes unavailable as a result of any of the laws and regulations to which such credit balance is subject.
16. Where any un-cleared effects credited to my/our account(s) by the Bank are subsequently dishonoured and/or the Bank for any reason is required to repay to the paying banker or any other party all or any part of any amount credited to our account. The Bank will be entitled to debit my/our account(s) with the amount of such un-cleared effects and/or repaid amounts plus accrued interest and applicable bank charges
17. No failure or delay in exercising any right power or privilege vested in the Bank by these conditions shall operate as a waiver thereof nor shall any partial exercise of such right, power or privilege preclude any other or further exercise thereof.
18. If any of the Conditions or the provisions specified herein are invalid, illegal or unenforceable in any respect under the law the validity, legality and enforceability of the remaining conditions and/or provisions contained herein shall not in any manner be affected or impaired thereby.
19. Commission and charges shall be levied in accordance with the Bank's standard scale of charges in force from time to time and copies of which are available on request. The Bank reserves the right to amend its rates of interest in accordance with its standard scale of charges and/or conditions from time to time.
20. Where these conditions are signed by or on behalf of more than one person as the Customer, all of such persons are bound by these terms and conditions.
21. Any communication by the Bank shall be deemed to have been made as soon as it is sent to the most recent address provided by me/us and the date indicated on the duplicate copy of such letter or on the Bank's mailing list will constitute the date on which the communication was sent. Any statement or confirmation of any transaction between me/us or either of us and Bank shall be deemed to have been examined by me/us and to be conclusive and binding unless within 10 working days from the date specified on such statement/confirmation, I/We or either of us advise the Bank in writing that an item contained therein is being disputed, whether or not such item was made in accordance with the mandate from time to time given by me/us to the Bank.

22. I/we understand and acknowledge that electronic mail, facsimile and verbal communications are insecure transmission media where I/we advise the Bank to accept the instruction in such manner, I/we however undertake to indemnify the Bank in full for any loss it may suffer or incur by reason of its honoring my/our Letters, electronic mail, facsimile or verbal instructions, irrespective of whether same are erroneous, fraudulent or issued otherwise than in accordance with the Mandate for my/our Accounts(s), any and all payment instructions issued in accordance with the Mandate for my/our account(s) and which bears or purports to bear the facsimile or electronic mail signature of the person(s) whose specimen signatures have been provided to the Bank by me/us. The Bank is hereby authorized to honour and to debit my/our account, for any and all payment instructions/confirmations issued or provided by me/us using a pre-agreed format for same which may include but is not limited to oral or written instructions/confirmations and where given orally such oral instruction may if previously agreed involves the use of specific passwords(s) and when given in writing may be given by letter, facsimile or electronic mail.

23. I/We hereby authorize the Bank to debit my/our account with the cost incurred in respect of the issuance of the cheque book(s) for the above account.

The bank will not be liable in any way to the customer or to any third party for making payment on the presentation of a cheque, even negligently, where the signature or content of the cheque has been forged if:

- a. The customer has facilitated in such forgery, or
  - b. There has been a previous forgery of a cheque of the customer without the customer having objected to the payment.
24. Honour all cheques or other orders/instruments which may be drawn on the said account provided such cheques or orders/instruments are signed by me/us and to debit such cheques or orders/instruments to the said account whether such account be for the time being in credit or overdrawn in consequence of such debit without prejudice to your right to refuse to allow any overdraft or increase of overdraft and in consideration, I/we agree:
    - a. to assume full responsibility for the genuineness or correctness and validity of all endorsements appearing on all cheques, orders, bills, notes, negotiable instruments, receipts and/or other documents deposited in my/our account.
    - B. to be responsible for any repayment of any overdraft with interest and to comply with the Bank's rules and new rates as advised by the Bank from time to time
    - c. to free the Bank from any responsibility for any loss or damage of funds deposited with the Bank due to any future government order, law, tax, embargo, moratorium, exchange restriction and/or all other causes beyond the Bank's control.
    - d. that all funds standing to my/our credit are payable on demand only on such local currency as may be in circulation.
    - e. to be bound by any notification of change in the conditions governing the account directed to my/our last known address and any notice or letter sent to my/our last known address shall be considered as duly delivered and received by me/us at the time it would be delivered in the ordinary course of post.
    - f. Customers should not write out cheques in staff's name. All cheques for deposits should be made out in customer's name.
    - g. that if a cheque credited to my/our individual account is returned dishonoured, the same may be transmitted to me/us through my/our last known address either by bearer or by post.
    - h. and I/we note that the Bank will accept no liability whatsoever for funds handed to members of the staff outside banking hours or outside hours or outside the bank's premises
    - i. that my/our attention has also been drawn to the necessity of safe guarding my/our passwords and access codes to the bank's non-branch channels including, but not limited to ATM, Internet Banking, Telephone Banking, Mobile banking and SMS banking, so that unauthorized persons are unable to gain access to it and to the fact that neglect of this precaution may be a ground for any consequential loss being charged to my/our account.
    - j. that any Bank is under no obligation to honour any cheque(s) drawn on the account unless there are sufficient funds in the account to cover the value of the said cheque(s) and I/we understand and agree that any such cheque(s) may be returned to me/us unpaid, but if paid, we are obliged to repay the bank on demand.
    - k. that any disagreements with entries on my/our bank statements will be made by me/us within 15 working days of the dispatch of the bank statements. Failing receipt by the bank of a notice of disagreement of the entries within 15 days from the date of dispatch of my/our bank statements as rendered is correct.
    - l. that any sum standing to the debit of the current account shall be liable to interest charges at the rate fixed by the bank from time to time . The bank is authorized to debit from the account the usual banking charges, interest, commission, and any service charge set by Management from time to time.

25. I/We hereby affirm that I/We are aware that it is a crime under the laws of the Republic of Rwanda to issue cheques without sufficient funds in My/Our account in the value of My/Our cheques and I/We hereby undertake to bear all consequences and/or liabilities arising from My/Our instructions to the Bank to pay on cheques drawn on My/Our account where such account is not sufficiently funded with the value of My/Our Cheques.

## Electronic Banking

We confirm and agree that the following terms and conditions shall govern my/our Electronic Banking transactions with the Bank. The following terms and conditions shall govern the Bank's e-Banking Services.

### 1) Definitions

“Customers” means a customer of the Bank who has or operates an account with the Bank and is named in the application form. Where two individuals are named, either or both of them are customers.

“The Bank” means Guaranty Trust Bank (Rwanda) plc

“Card” means “Guaranty Trust Bank Rwf MasterCard issued to customers-

“Card Holders” means a customer who has been issued a Guaranty Trust Bank Mastercard. The card is the property of the Bank and will be returned unconditionally and immediately to the bank upon request by the Bank.”

“Service” means the Guaranty Trust Bank (Rwanda) plc Internet Banking, GENS notification (SMS alert) Automatic Telling.

“Access code, Pass code, User name and Password” means the enabling code with which you access the system for the service and which is known to you only.

“Account” means a current or savings account or other account maintained with the bank at any of the bank’s branches in Rwanda

“PIN” means the Personal Identification Number.

“ATM” means Automated Teller Machine that dispenses cash to account holders via the use of debit/credit cards or accept cash-deposits.

“CashPlus Card” means the card used by a customer for initiating transactions on the various electronic payment channels e.g. ATM, POS, and Internet.

“Secure Messages Facility” means the facility within the e-Banking Service that enables the client to send electronic messages (e-mail, SMS) to the Bank, including and without limitation free-format messages, fixed format messages, or instructions to make payments, request for cheque books, Bank drafts or the purchase or sale of securities and interests in mutual funds.

2) The service allows the customers to give the Bank Instructions by use of:

(a) Telephone, ATM, PIN, Password, Access code, Username and secure message (e-mail, sms), Internet banking for the following:

- (I) obtain Information regarding customer’s balances as at the last date of business with the Bank.
- (II) obtain Information with regards to any instrument in clearing or any balance standing in the customers account as at the last date of transaction on the customer’s account.
- (III) authorize the Bank to debit customer’s account to pay specified utility bills such as Electricity, WATER RATE and/or any other bills as specified by the customer subject however to availability of such bill payment under this service
- (IV) authorize the Bank to effect a transfer of funds from the customer’s accounts to any other account with the Bank.
- (V) authorize the Bank to effect/stop any payment order.
- (VI) authorize the Bank to debit customers account and load same into a designated card.
- (b) On receipt of instruction, the Bank will endeavor to carry out the customer’s instruction promptly, except in the event of any unforeseen circumstances such as Act of God, Force Majeure and other causes beyond the Bank’s control.

3) Before the service can avail any customer, he/she/ must have anyone or a combination of the following.

- (I) an account with the bank & (ii) a valid email address
- (iii) a Pass code, Access code, User name, Password or token authenticator.
- (iv) a Personal Identification Number “PIN”
- (v) valid GSM/landline number

4) The Pass code/ Access code/Password/E-mail Security.

The Customer understands that his/her Pass code, Access code/Password E-mail is used to give instructions to the bank and accordingly undertakes.

- (I) that under no circumstances shall the Pass code, Access code/Password be disclosed to any body.
- (ii) not to write the Pass code/Access code /Password in an open place in order to avoid third party access.
- (iii) the customer instructs and authorizes the bank to comply with, any instructions given to the bank or through the use of the service.
- (iv) once the Bank is instructed by means of the customer’s Pass code /Access code and PIN the bank is entitled to assume that those are the instructions given by the customer and to reply on same.
- (v) the customer’s Pass code must be changed immediately it becomes known to someone else.
- (vi) the Bank is exempted from any form of liability whatsoever for complying with any or all instruction(s) given by means of the customer’s Pass code/Access code if by any means the Pass /Access code becomes known to a third party.
- (vii) where a customer notifies the bank of his intention to change his Pass code/Access code arising from loss of memory of same, or that has come to the notice of a third party, the bank shall, with the consent of the customer, delete same and thereafter allow the customer to enter a new Pass code/Access code PROVIDED that the bank shall not be responsible for any loss that occurs between the period of such loss of memory of the Pass /Access code or knowledge of a third and the time the report is lodged with the Bank.
- (viii) once a customer’s Pass code/Access code is given, it shall be sufficient confirmation of the authenticity of the instruction given.
- (ix) the customer shall be responsible for any instruction given by means of the customer’s Pass code/ Access code. Accordingly, the bank shall not be responsible for any means of the customer’s Pass code/Access code.

5) Customer’s Responsibilities.

- (I) the customer undertakes to be absolutely responsible for safeguarding his user name, Access code/Pass code, PIN, Password, and under no circumstance shall the customer disclose any or all of these to any person.
- (II) the bank is expressly exempted from any liability arising from unauthorized access to the customer’s account and/or data as contained in the bank’s records via the service, which arises as a result of inability and/ or otherwise of the customer to safeguard his PIN, Pass code/Access code and/or password and/or failure to log out of the system completely by allowing on screen display of his account information.
- (III) the bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer’s inability to scrupulously observe and implement the provisions of clause 4 above, and /or instances of breach of such duty by hackers and other unauthorized access to the customer’s account via the service.

6) Under no circumstances will the Bank be liable for any damages, including without limitation direct or indirect, special, incidental or consequential damages, losses or expenses arising in connection

with this service or use thereof or inability to use by any party, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, even if the bank or its representatives thereof are advised of the possibility of such damages, losses or Hyperlink to other Internet resources are at the customers risk or line or system failure, even if the bank or its representatives thereof are advised of the possibility of such damages, losses or Hyperlink to other Internet resources are at the customers risk.

7) Copyright in the cards and other proprietary information relating to the service including the screens displaying the pages, and in the information and material therein and agreement is owned by the Bank.

8) For the benefit and security of our customers and to comply with applicable laws, we have a few mandatory guidelines that we call “rules of the road”. Conducts that violates the rules of the road is grounds for termination of this services and the bank for whatsoever reason vary these terms and conditions. For this reason, the customer undertakes to: grounds for termination of this services and the bank for whatsoever reason vary these terms and conditions. For this reason, the customer undertakes to:

- (I) Provides accurate information. Agree to provide true, accurate and complete information about yourself as requested in our registration/account opening forms and the customer agree not to misrepresent his/her identity or information, which may include user names, password or other access devices for such accounts.
- (II) Obey the law. Customer agrees not to use the service for illegal purposes or for the transmission of material that is unlawful, harassing, libelous (untrue and damaging to others), invasive of another’s privacy abusive, threatening, or obscene, or that infringe the right of others.
- (III) Restrictions on commercial use or resale. Customer’s right to use the service is personal therefore customer agrees not to assign or make any commercial use of the service.
- (iv) Proprietary rights. The customer acknowledges, and agrees that the bank own all rights to information relating to the service including her web site and the content displayed on the site. The customer is only permitted to use this content as expressly authorized by the service. Customer may not copy, reproduce, distribute, or create derivative work from this content. A violation of any of the rules (i-iv) is a ground for discontinuation of the service with the bank.

9) The Bank shall not be responsible for any electronic virus that the customer may encounter in course of making use of these services rules of the Road.

## Disclaimer of warranties.

10) The customer expressly understands and agrees that the use of the service is at his sole risk. The service is provided on an as is” available” basis. The Bank expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

11) The Bank makes no warranty that

- (I) the service will meet customer’s requirements
- (ii) the service will be uninterrupted, timely, secure, or error-free.
- (iii) the results that may be obtained from the use of the service will be accurate or reliable.
- (iv) the quality of any products, services, information or other material purchased or obtained by the customer through the service will meet your expectations
- (v) Any errors in the technology will be corrected.

12) Any material downloaded or otherwise obtained through the use of the service is not responsible for any damage to customer’s computer system or loss of data that result from the download of any such material. No advice or information, whether oral or written. Obtained by customer from us or through or from the service will create any warranty not expressly stated in these terms.

13) Customer agrees that the bank will not be liable for any liability. Whether direct, indirect incidental, special, consequential or exemplary damages, including but not limited to damages for the loss of profits, goodwill, use or other intangible losses, even if we have been advised of the possibility of such damages, resulting from.

- (I) the use or the inability to use the service
- (ii) the cost of getting substitute goods and services resulting from any products, data. Information or services purchased or obtained or messages received or transaction entered into through or from the service,
- (iii) unauthorized access to or alteration of transmission of data,
- (iv) statements or conduct of anyone on the service, or
- (v) any other matter relating to the service.

14) Indemnification. Except when caused by the bank’s intentional misconduct or gross negligence, customer agrees to protect and fully compensate the bank and its affiliates and Service Provider from any/and all third party claims, liability damages, expenses and costs (including but not limited to, legal fees) caused by or arising from customer’s use of the service violation of the terms or infringement, by any other user of customer’s account of any intellectual property or other right of anyone.

15) Service changes and discontinuation. The bank reserves the right to change or discontinue, temporarily or permanently, the service at any time without notice in order to maintain the security and integrity of the service the bank may also suspend customer’s access to the service at any time without notice. Customer agrees that the bank will not be liable to the customer or any third party for any modification or discontinuation of the service.

- (I) The Bank shall not be considered an agent or other legal representative of the customer for any purpose by reason of this agreement and/or any other party whom the customer is using this service to pay.
- (ii) This agreement cannot be changed by the customer nor any of the banks right caved unless the bank agree in writing or customer continue using the service following receipt of notice of any changes proposed by the Bank.
- (iii) This agreement is personal to the customer and the customer shall not assign it to anyone.

(iv) All notice to the customer shall be in writing via the address the customer has provide to the bank, all address the customer has provided to the bank, all notice to the Bank must be made in writing sent to the bank’s address.

(v) The Bank and the customer shall be an independent contractor, and nothing contained in this agreement shall be deemed to create any association, partnership, joint venture or relation of principal, agent or master and servant, employer or employee between parties.

(vi) If any of these terms is held to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

(vii) The laws of the Federal Republic of Rwanda shall apply to this agreement.

16) I/We expressly understand that the Bank in its sole discretion may change or amend its tariff (commission, fees and interest rate) applied on products and services mentioned herein at any time depending on the prevailing money market conditions in Rwanda upon completion of the 30 days’ notice of changes.

It is further understood that all notices stated herein shall be deemed to be validly and sufficiently given, if sent by Bank to me/us on my/our registered office or to the address stated or provided herein and shall be assumed to have reached my/our addresses on the real-time (hour and date) it is sent by the Bank.

17) I/We also agree that my/our failure to disclose any material fact/information known to me/us now or in future or my/our failure to remedy any deficiency in documents/information/other details, may invalidate me/us from transacting in the account and the Bank would be within its right to put restrictions in the operations of my account or to close it or to report to any regulator and/or any authority designated by the Government of Rwanda for the said purpose or take any other action as may be deemed appropriate by the Bank.

18) I/We also agree to provide to the Bank any other information that are called upon due to any change in law either in Rwanda or abroad in relating to the operation or maintenance of the account.

19) I/We shall indemnify the Bank from any loss/damage that may be caused to the Bank on account of any defect/mistake in the details provided herein or on account of providing incorrect or incomplete information by me/us.



20. I/We undertake to submit data/information together with fresh KYC documents for update of KYC details at periodical intervals as may be required by the Bank.
21. I/We understand that the account will be activated and debits will be allowed only after completion of Customer Due Diligence relating to KYC by the Bank.
22. I/We undertake the responsibility to declare and disclose immediately and in no case beyond 30 days (except in case of force majeure) from the date of change, any changes that may take place in the information provided before while opening the bank account. I/We also hereby undertake to inform the Bank on any change in my communication address.
22. I am aware and accepts that the minor child who attains the age of 18 or he/she has been emancipated will have the full right to the account I opened on his/her behalf when he/she was a child and I do acknowledge that my rights as the guardian will cease thereafter.
23. The adult child attaining the age of 18 or who has been emancipated will be required to fill the form , sign and provide all required documents to be allowed to access his/her account.
24. I/We affirm and declare that I/We have read over and understood the terms and conditions of Guaranty Trust Bank (Rwanda) plc and those relating to various services offered by the Bank including but not limiting to debit card/internet banking/Mobile Banking. I /We agree to abide by the same as amended/modified from time to time by the Bank/ Regulator/ Government published through circulars, notifications, notice board/ websites/ newspaper publications.
25. I/We waive the rights, if any, to have personal notice in respect of such amendments/ modifications. I/We agree that the transactions and requests executed in my/our account(s) by me/authorized person through internet, mobile, under my/our User ID and password/PIN/OTP will be legally binding on me/us & I/We am/are responsible for the maintenance of secrecy and confidentiality of the authentication credentials and any other information/ details/OTP/PIN, in such matters. I/We agree that Bank has got all the rights to debit my/our account for any service charge, expenses or other dues which the Bank is entitled/ liable to recover from me. I/We also authorize the Bank and agree to close/ discontinue my account without any notice to me in case of any violation of laws/rules/ regulations or terms and conditions of maintaining the account.
26. I am aware and accepts that the minor child who attains the age of 18 or he/she has been emancipated will have the full right to the account I opened on his/her behalf when he/she was a child and I do acknowledge that my rights as the guardian will cease thereafter.
27. The adult child attaining the age of 18 or who has been emancipated will be required to fill the form , sign and provide all required documents to be allowed to access his/her account.

## Credit Bureau

The Customer acknowledges that the Bank consults with various credit bureaus and reference agencies, and may be required to disclose the Customer's information to these credit bureaus for the purpose of conducting checks on the Customer. The Customer hereby irrevocably and unconditionally grants his/her/its consent to the Bank and expressly authorizes such disclosure of any or all information on his/her/its account(s)/transaction(s) with the Bank, to such credit bureau and reference agencies whether based locally or abroad, including information on the Customer's Directors and other personnel, transactions and conduct on the Customer's account together with details of any non-payment or delayed payments as the Bank may deem necessary. The consent herein given discharges the Bank from all liabilities, claims, and damages for such disclosure made by the Bank to any credit bureau pursuant to the consent herein granted.

**Account Mandate**

(mandatory)

(For SKS Account, Signatory could either biological parents, a guardian or a sponsor.)

Mandate authorization /Combination Rule (Please tick as appropriate): Sole Signatory

☐

Either to sign

☐

Both to sign

☐**Signatory A**

Name: \_\_\_\_\_

Surname: \_\_\_\_\_

First Name: \_\_\_\_\_

Other Name(s): \_\_\_\_\_

Class of Signatory: \_\_\_\_\_

Identification Type: \_\_\_\_\_

Identification No.: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Signature &amp; Date: \_\_\_\_\_

Please affix  
passport photo**Signatory B**

Name: \_\_\_\_\_

Surname: \_\_\_\_\_

First Name: \_\_\_\_\_

Other Name(s): \_\_\_\_\_

Class of Signatory: \_\_\_\_\_

Identification Type: \_\_\_\_\_

Identification No.: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Signature &amp; Date: \_\_\_\_\_

Please affix  
passport photo**Declaration**

(mandatory)

I/We \_\_\_\_\_  
hereby apply for the opening of an account with Guaranty Trust Bank Rwanda. I/We understand that the information given herein and the documents supplied are the basis for opening such account and I/We therefore warrant that such information is correct.

I/We have read the terms and conditions governing the operations of the account which are presented overleaf and agree to be bound by them.

1. \_\_\_\_\_

Name

\_\_\_\_\_

Signature

Day	

Month	

Year			

2. \_\_\_\_\_

Name

\_\_\_\_\_

Signature

Day	

Month	

Year			

**Jurat** (This should be adopted where the customer is not literate or is blind and the form is read to him or her by a third party)

I agree to abide by the content of this agreement and acknowledge that it has been truly and audibly read over, explained by an interpreter and understood by me before appending my thumb print.

Mark of Customer /  
Thumbprint:

--	--	--	--	--	--	--	--	--	--

Day	

Month	

Year			

Notarized by:

--	--	--	--	--	--	--	--	--	--

(A notarized power of attorney is required for Signatory B who signs on behalf of the account owner when the latter has visual or physical impairment)

Address of Interpreter:

Mobile No.:

Language of Interpretation:

Signature of Interpreter:

# FOR BANK USE ONLY

Documents Required

(Mandatory)

	Checked	Deferred	Waived
1) Duly completed Account opening Form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Specimen signature card duly completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Recent passport photograph	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Proof of Identity: International passport, Driver's license, National ID card(original must be sighted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Visa and Resident permit (for Non Rwandans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Address verification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Consent form ( for EU citizens)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Risk assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Birth Certificate ( for SKS Only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Key fact statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) A notarized power of attorney is required for Signatory B who signs on behalf of the account owner when the latter has visual or physical impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Other Document provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Risk Classification

Identify customer's risk category

Low Risk

Medium Risk

High Risk

Customer Classification Code:

Economic Sector Code:

Type of Depositors Code:

Annual Turnover(Rwf 000):

Authentication for Politically Exposed Persons

(Mandatory)

Is the customer a Politically Exposed Person?    Yes   ☐    No   ☐

If yes, please provide details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Address Verification/ Call Memo (If applicable)

(Mandatory)

Address Visited: \_\_\_\_\_  
\_\_\_\_\_

Comment on Location - Landmarks: \_\_\_\_\_

Location - Colour of building: \_\_\_\_\_

Location - Description of building: \_\_\_\_\_

Full Name of Visiting Staff: \_\_\_\_\_    Signature: \_\_\_\_\_    

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Certification

I hereby confirm that the information contained herein is correct and a true representation of the Customer's profile

Full Name: \_\_\_\_\_    Signature: \_\_\_\_\_    

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Deferral/Waiver of Documents (if any) authorised by

Full Name: \_\_\_\_\_    Signature: \_\_\_\_\_    

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Account Opening Authorised

A/C Manager's Code:

A/C Opened by: Name: \_\_\_\_\_    Signature : \_\_\_\_\_    Date: \_\_\_\_\_  
CSO

Approved by: Name: \_\_\_\_\_    Signature : \_\_\_\_\_    Date: \_\_\_\_\_  
OPERATIONS HEAD