

KEY FACTS STATEMENTS & DISCLOSURE FOR ACCOUNTS



Guaranty Trust Bank (Rwanda) plc

NOTES

- Charges exclude VAT at the ruling rate (currently at 18%) where applicable which will be added
- All interest payable is subject to deduction of withholding tax (WHT) at the ruling rate
- Special Quotations available on request
- SWIFT costs added in all cases where applicable - USD 18
- Other services can be quoted on request
- Rates are subject to change and in this event, notification will be posted on our website and in the branches

RETAIL BANKING

| | |
|---------------------------|---|
| Account opening fee | Free |
| Account Maintenance fee | RWF 1,000 Sugira: Free Aguka: Rwf 500 Bundle: Free GTSeniors: Free USD 2 GBP 1 EUR 2 |
| Minimum operating balance | N/A except for Sugira: RWF10,000 |
| Account closing fee | Free |

Savings Accounts

| | | | |
|-------------------------------|--|-----------------------|------------------------------|
| Account opening fee | FREE | | |
| Interest rate | GTSaver Up to 4% per year | SKS Up to 4% per year | GTCrea8 & e-Account Up to 4% |
| Fifth withdrawal in one month | GTSaver & SKS: No interest shall be applied if 4 withdrawals per month are exceeded. | | |
| e-Account withdraw fee | RWF10,000 for amount above RWF150,000 | | |

Retail Loans and Overdrafts

| | |
|--|---|
| File Opening fee | Min. RWF 55,000 for amount below RWF 50MM Min.RWF 85,000 for amount above RWF 50MM |
| Processing/Arrangement fee | 1% min Rwf 100,000 |
| Annual Facility Management fee on loans | 1% per annum |
| Early repayment | FREE |
| Service fee (After signing notification and/or contract) | RWF 100,000 |
| Restructuring fee | 2.5% of the restructured amount min Rwf 50,000 |
| Processing fee on unarranged overdraft | 5% of the amount. min Rwf 50,000 |
| Penalty on arrears | 2%/month on the overdue principal amount |
| Monitoring fee on overdraft | 1% per month |
| Take over of commitment by another institution fee | 8% of the amount taken over |
| Commission on non disbursed amount(term loan) | 1% per annum on undrawn amount |
| Security Registration Fee | As per RDB Tariff |
| Credit Reference Charges | As per CRB Africa Tariff |
| Collateral De-registration Fee | FREE |

CORPORATE BANKING

| | |
|--|---|
| Account opening fee | FREE |
| Account Maintenance fee | Corporate & SME Chequer Account: RWF: 2,000 NGOs : Free Bundle: Free Sugira : Free USD Chequer Account : 4 GBP 2 EUR 3 |
| Cheque book charge | Rwf. 5000 (for a 24 leaf book) USD 4.5 EURO 3.5 GBP 3.5 |
| Account closing fee | Free |
| Variable Term Deposit Account (VTD) negotiable | Payable at the end of the month (1% to 4%) |

Advances to Customers

| | |
|---|---|
| File Opening fee | RWF 160,000 |
| Lending Rate | GT Base Rate +/- Margin |
| Facility Processing/Arrangement Fees | 2,5%; Min Rwf. 100,000 |
| Annual Facility Management Fee (All facilities) | 2% per annum |
| Monthly monitoring fees on overdraft & seasonal facilities | 1% per month |
| Restructuring Commission | 2,5% of restructured amount, min Rwf. 3,000,000 |
| Facility Extension fee | 2,5% (min Rwf. 3,000,000) |
| Early Repayment Penalty | Early repayment: FREE 8% of the amount taken over in the event of takeover by a bank or any other financial institution |
| Service fee in case the Customer declines/rejects the offer of banking facility after the signing and after completion of the cooling-off period. | For Businesses: Rwf3,000,000 for facilities with a value equal to Rwf315 million and above. Rwf1,000,000 for facilities with a value equal to Rwf25 million but less than Rwf315 million. Rwf500,000 for facilities with a value less than Rwf25 million. For Individuals (Non-business): Rwf100,000. |
| Late Payment Fee (On Loans and Leases) | 2%/month on the overdue principal amount |
| Collateral non perfection fee | 0.5%/month on loan amount |
| Unarranged Overdraft to clear cheques | 5% of cheque value in addition to the interest |

INSURANCE PREMIUM FINANCE

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|-------------------------|----------------------|
| Interest rate per annum | GT baserate ± Margin |
| Processing fee | Rwf 45,000 |

| NGO ACCOUNT | |
|---|--|
| Account Maintenance Fee | Free |
| Inward (Local Currency) | Free |
| Outward (Local Currency) - Single beneficiary | Rwf. 1,000 |
| Outward (Local Currency) - Multiple beneficiaries | Rwf. 2,600 |
| Outward (Foreign Currency) to any local bank | USD5 or equivalent |
| Cheque Deposit | Free |
| Foreign Bank Transfers | |
| Inward | Free |
| Outward | 0.3% (Min USD. 28; Max USD. 300 Max USD. 500 for USD1,000,000 and above |
| TT Copy | Free |
| SWIFT | USD 18 |

ELECTRONIC BANKING

ATM

| MASTERCARD DEBIT CARDS | CLASSIC | CORPORATE | PLATINUM | GTCrea8 |
|---|------------|-------------|-------------|------------|
| Provision of an ATM card | Rwf. 6,000 | Rwf. 85,000 | Rwf. 15,000 | Rwf. 4,000 |
| Renewal on Expiry, Replacement of lost/damaged card | Rwf. 6,000 | Rwf. 85,000 | Rwf. 15,000 | Rwf. 4,000 |
| ATM Card annual management fee | Rwf. 5,000 | Rwf. 85,000 | Rwf. 10,000 | Rwf. 5,000 |

ATM TRANSACTION FEES

| | |
|---|-----------------|
| POS and Online Payments | Free |
| Use of Bank's own ATM (Withdrawal) | Rwf. 300 |
| International Withdrawal | Rwf. 3,500 + 3% |
| Use of other bank's ATM Withdrawal | Rwf. 1,500 |
| International Cards Withdrawal on Bank's ATM | Rwf. 3,500 + 3% |
| OTP SMS for Online Payments | Rwf. 100 |
| Use of a teller for an ATM possible transaction (up to RWF 400,000) | Rwf. 1,000 |
| Balance inquiry and mini statement on ATM | Rwf. 100 |
| ATM Receipt | RWF 100 |
| PIN Re-Issue (Excluding GTCrea8 Card) | Rwf. 3,500 |

Mobile Banking

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|--|------------------------------|
| Session fee | Rwf. 100 |
| Account Balance Inquiry | Free |
| Mini Statement Inquiry | Free |
| Internal Account Transfer | Free |
| Local Transfer to other banks | Rwf. 1,000 |
| Other Services; Checkbook Payment/Stop Payment | As advised in other services |
| PIN reset/re-issuance | Free |
| Bill Payment | Free |
| When PIN is lost or forgotten | Rwf. 3,500 |
| SMS Alert | Rwf. 4 or equivalent |
| Utility payment | Free |
| Tax payment via Mobile Banking | Free |

Internet Banking

| | |
|--|--|
| Token activation | Rwf 10,000 |
| Account Balance | Free |
| Account Statement | Free |
| Internal Account Transfer | Free |
| Local Transfer to other banks | Rwf.1,000 |
| Other Services; Checkbook Payment/Stop Payment | As advised in other services |
| Forex Info | Free |
| Standing Order | Rwf. 2,000 |
| Bill Payment | Free |
| PIN | PIN reset/re-issuance = Free / When PIN is lost or forgotten= Rwf. 3,500 |
| Tax payment via internet banking (USSD) | Free |
| Mobile App | Free |
| iBank monthly management fee | Rwf. 1,500 |

GAPS (Corporate Internet Banking)

| | |
|----------------------------------|---|
| Token Activation | Rwf. 10,000 |
| Account Statement | Free |
| Account Balance | Free |
| Bill Payment | Free |
| Forex Conversion | As per daily rate |
| Internal Account Transfer | Free |
| Local Transfer to other banks | Rwf. 1,000 |
| Bulk Payment | Rwf. 2,600 per batch of max. of 25 external beneficiaries |
| Tax payment via internet banking | FREE |
| GAPS monthly management fee | Rwf. 2,000 |

| OTHER SERVICES | |
|--|--|
| Cash | |
| Foreign Currency Cash Withdrawals | |
| Foreign currency cash withdraw against transfers | 0.5% of the amount |
| Foreign currency cash withdraw against deposits, Buy/Sell of foreign currencies, salaries & Consultancy fees | Free |
| Cash Collection from a Customer's Premise | Rwf100,000 in Kigali and additional Rwf5,000 per km outside Kigali. |
| Foreign Currency Cash Deposits | |
| FX Cash Deposits (Denominations below USD.50) | Free |
| Commission on Cash Deposited - Series 2003 and below | Free |
| Foreign Currency Cash deposit | Free |
| Cheques and Bills | |
| | |
| Technical Reason | Free |
| Financial Reason | 20% of value |
| Cheques Returned Unpaid by Other Banks | Free |
| Cheques Returned Unpaid over the counter | 20% of the value |
| Cheque book charge | Rwf. 5,000 (for a 24 leaf book) USD 4.5 EURO 3.5 GBP 3.5 |
| Payment Order book charge | Rwf. 5000 for a 24 leaf order book |
| Cheque book Emergency Request | Rwf. 10,000 |
| Stop payment - per item | Rwf. 10,000 |
| Cheque Certification | Rwf. 5000 |
| Counter Cheque leaf | Rwf. 3,000 USD3 GBP3 EURO3 |
| Bills | |
| Paid | Rwf. 5000 |
| Unpaid | Rwf. 15000 |
| Cheques and Other Collection Items | |
| Cheques and Other Collection Items | 0.5% of the value with a minimum of Rwf. 5,000 |
| Foreign Cheque / Draft | |
| Collection | 0.25% of the value , with a minimum of Rwf. 5,000 + postage |
| Negotiation | 1% of the value with a minimum of Rwf. 10,000 |
| Negotiations Unpaid | Rwf. 15,000 + Applicable interest at local currency rate |
| Internal Standing Orders and Direct Debits | |
| Standing Orders/Direct Debits Establishment | Rwf. 1000 |
| Standing Orders/Direct Debits Transaction Fee | Free |
| Standing Orders/Direct Debits Amendment Fee | Rwf. 3000 |
| Stop Standing Orders/Direct Debit Fee | Rwf. 1000 |
| Unpaid Standing Orders/Direct Debit Fee | Rwf. 3000 |
| External Standing Orders and Direct Debits | |
| Standing Orders/Direct Debits Establishment | Rwf. 2000 |
| Standing Orders/Direct Debits Transaction Fee | Rwf. 2000 |
| Standing Orders/Direct Debits Amendment Fee | Rwf. 3,000 |
| Stop Standing Orders/Direct Debit Fee | Rwf. 5000 |
| Unpaid Standing Orders/Direct Debit Fee | Rwf. 3,000 |
| | |
| Miscellaneous | |
| Certificate of Balance | Individual: Rwf. 30,000 Corporate: Rwf. 50,000 or FCY Equivalent + Postage |
| Debt/Loan Certificate | Rwf. 20,000 |
| Balance Inquiry (Over the Counter) | Rwf. 200 |
| Audit Certification | |
| Local Destination | Rwf. 60,000 |
| Foreign Destination | Rwf. 60,000 + Postage |
| Bankers Opinion Provided | |
| Local Destination | Rwf. 25,000 |
| Foreign Destination | Rwf. 25,000 |
| Letter of Intent | Rwf. 100,000 |
| Other Fees | |
| Payroll Service (Min 25 GT Salary Accounts - Payer and Payee must be GTBank customers) | Rwf. 3000 per payroll process |
| Search Commission (Up to 1 year) per item | Rwf. 10,000 |
| Search Commission (over 1 year) per item | Rwf. 30,000 |
| Search Commission (beyond 2 years) per item | Rwf. 50,000 |
| Account statement per page | Rwf. 1000 N.B: One printed account statement per year is free of charge. |
| Issue of Miscellaneous Letters | Rwf. 30,000 |
| Dormant Account Reactivation | FREE |
| Reference letter | Rwf. 25,000 |
| Retrieval of ATM and CCTV transaction images | Rwf. 25,000 |

| Money Remittances | |
|---|------------------------|
| WorldRemit | As per Agency Contract |
| RIA Money Transfer | As per Agency Contract |
| MoneyGram | As per Agency Contract |
| Western Union | As per Agency Contract |
| Charges on Error made on remittances | Rwf. 5,000 |
| GTMT (GTMoney Transfer; Between GTBank Group) | 3%, Minimum USD 10 |

| TRADE FINANCE PRODUCTS | |
|--|--|
| Money Transfer Services | |
| Local Currency Bank Transfers | |
| Cheque Deposit (MT 104) | Free |
| Inward (Local Currency) | Free |
| Outward (Local Transfer) - Single beneficiary | Rwf. 1500 |
| Outward (Local Transfer) - Multiple beneficiaries | Rwf. 3000 |
| Foreign Currency Bank Transfers | |
| Inward | 0.2% (Min USD. 14; Max USD. 150) |
| International Outward Transfer | 0.3% (Min USD. 28; Max USD. 300 for amount below USD1,000,000 Max USD. 500 for USD1,000,000 and above |
| Foreign currency cash export fee | 0.3% whenever the amount is above a daily limit of USD5,000. |
| Local Outward Transfer | USD5 or equivalent |
| Correspondant Bank Fee | USD25 |
| TT Copy | Free |
| Swift Fee | USD 18 |
| SWIFT Statement (MT 940) | Rwf. 100,000 per month |
| GT Direct Outward (Max USD. 45,000; for GTBank Group account holders only) | USD 20 |
| GT Direct Inward (Max USD. 45,000; for GTBank Group account holders only) | Free |
| Trade Finance Services | |
| Import Letters of Credit | |
| Opening commission | 0.5% (per quarter(or part there of)- minimum USD 105 |
| Extention commission | 0.5% (per quarter(or part there of)- minimum USD 105 |
| Amendment/ Modification Commission per item changed | USD 50 per amendment |
| Additional amount on opened LC | 0.5% per quarter of the added amount |
| Commitment fee | 0.5% for Cash Covered, 2% for Non Cash Covered |
| Usance Fee | 0.5% (per quarter) |
| Confirming/Advising Bank Fees | At Cost |
| Payment commission Non Cash covered | 0.5% (Min USD. 70) |
| Payment commission for Cash Covered | 0.25% (Min USD. 70; Max USD 700) |
| Cancellation/Expired Unutilised | USD 50 |
| Draft of LC format (Per Draft) | Rwf. 10,000 |
| Opening SWIFT costs for LCs | USD 30 |
| Import Collection Document (RDI) | |
| Opening Collection Document | USD 20 |
| Payment Commission | 0.5% (Min USD 35; Max USD 300) |
| Unpaid Bills Supervision | USD 20 per month |
| Avalisation | 0.3% (Min USD 35 in addition to interest) |
| Swift Fee | USD 30 |
| Export Collection Document | |
| Opening Collection Document | USD 20 |
| Payment Commission | 0.5% (Min USD 35; Max USD 280) |
| Courrier fee | USD 100 |
| Swift Fee | USD 30 |
| Export Letters of Credit | |
| Advising Commission (Advised without our confirmation) | USD 40 |
| Confirmation Commission (Advised with our confirmation) | 0.5% (per quarter(or part there of)- minimum USD 70 |
| Courrier Fees | USD 100 |
| Payment Commission | 0.5% per quarter min. USD 35 |
| Bonds and Guarantees | |
| Bonds and Guarantees Commission | 0.5% for cash covered 2.5% for non cash covered minimum RWF 50,000 |
| Arrangement fee | 1% of guarantee amount, minimum Rwf. 70,000 |
| Treasury Bills / Bond Service fee | Retail: Rwf. 10,000 Corporate: Rwf. 20,000 |
| Certificate of credit worthiness | Rwf. 100,000 |

OTHER IMPORTANT THINGS YOU SHOULD KNOW

- Identification requirements: To open the account you will need to satisfy customer identification requirements. This can include providing documents and information to verify your identity. Please ask your Account Officer or visit any of our branches for more details.
- Paying fees: The fees listed in this KFS will usually be debited to your account but a different method of payment may apply to some fees. Please ask your Account Officer or visit any of our branches for more details.
- Changes to fees: The fees listed in this KFS may change over time after you open this account and new fees may be introduced.
- Charges exclude VAT at the ruling rate (currently at 18%) where applicable which will be added.
- Closing your account: Account Closing is free. You may also need to consider any outstanding transactions that may be affected if you close the account, such as outstanding cheques, standing orders and unpaid fees. Please ask your Account Officer or visit any of our Branches for more details.
- If you don't use your account for 6 months: 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 (which you can do at no charge).

Do you have questions or complaints for your institution? Call us on +250788149600 or email supportwanda@gtbank.com or write to P. O. Box 331 Kigali Rwanda, KN 2 Ave 1370 Ground & First floor, MIC Building to contact your financial institution regarding your question or complaint.

Unsatisfied with how your institution responds to a complaint?

You can contact the office of the Ombudsman to help address your complaint at TELEPHONE: 199 or EMAIL: ombudsinfo@ombudsman.gov.rw, write to MAILING ADDRESS: P.O Box 6269-Kigali, or visit WEBSITE: www.ombudsman.gov.rw

I THE UNDERSIGNED HEREBY ACKNOWLEDGE RECEIPT OF THE KEY FACT STATEMENT:

Consumer name and signature:

Date: