

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	A. Min. RWF80,000 for amount up to RWF50MM B. Min. RWF120,000 for amount between RWF50.1MM to RWF100MM C. Min. RWF160,000 for amount between RWF100.1MM to RWF150MM D. Min. RWF200,000 for amount above RWF150MM
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
Cheque book charge (for individuals)	Rwf5,500 (24 leaves) USD 4.5 EURO 3.5 GBP 3.5

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 (for businesses /non-individuals)	Rwf8,000 (24 leaves) 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	0.16% 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

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
Balance inquiry and mini statement on ATM	Rwf. 100
ATM Receipt	RWF 100
PIN Re-Issue (Excluding GTCrea8 Card)	Rwf. 3,500

Mobile Banking

Session fee: *600*2*5# (Push & Pull)	Rwf. 100
Account Balance Inquiry	Free
Mini Statement Inquiry	Free
Own account to own wallet (*600#)	Free
Own account to third party wallet (*600#)	Rwf. 200
USSD transfer (GTBank to GTBank) : *600*7# (eKash)	Rwf. 200
USSD transfer (GTBank to other Banks) : *600*7# (eKash)	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)

Hardware Token Activation	Rwf. 20,000
Soft Token	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
RRA Collections (for GTBank Customers)	Rwf. 250
RRA Collections (for non-GTBank Customers)	Rwf. 2,000
Over the counter / branch cash withdrawal (Below Rwf200,000)	Rwf. 2,000
Over the counter / branch cash withdrawal (Above Rwf200,000)	Rwf. 300
Cheques and Bills	
Cheques Returned Unpaid due to Technical Reason	Free
Cheques Returned Unpaid due to Financial Reason	10% of value
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. 5,000 USD5 GBP5 EURO5
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) per beneficiary	Rwf. 1,500	
Over the counter electronic funds transfer	Rwf. 250 (GTBank to GTBank)	Rwf. 1,500 (GTBank to other banks)
Foreign Currency Bank Transfers		
Inward	0.5% (Min USD. 30; Max USD. 200)	
International Outward Transfer	0.5% (Min USD. 50; 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 (FX)	USD6 or equivalent in local currency for amount up to USD50,000 USD20 or equivalent in local currency for amount above USD50,000	
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: