



## KEY FACTS STATEMENT FOR CURRENT OR SAVINGS ACCOUNT

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Carefully review this document if considering a Current Or Savings Account. Use it to compare products from different providers.

**Name of the Bank:** \_\_\_\_\_

**Product name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

WARNING: The information is current at the above date. Services, fees and interest rates may change.

ACCOUNT FEATURES	
<b>Minimum balance</b>	To open an account: _____Birr or None To keep the account: _____Birr or None
<b>Transaction limits</b>	None/ This account is subject to the following transaction limits: For individual _____and for Business: _____
<b>Passbook</b>	<input type="checkbox"/> Available <input type="checkbox"/> Not available

ADDITIONAL PRODUCT INFORMATION	
INTEREST ON ACCOUNT BALANCES	
<b>Interest rate</b>	_____ % per annum fixed / variable
<b>Calculation and payment of interest</b>	Interest is calculated on the balance in your account at the end of the last business day of the month and is credited to your _____ account.
<b>Example</b>	Based on the current interest rate, this means for every 1,000 Birr you deposit for 12 months you would receive _____ Birr in interest.

<b>FEES</b>		
<b>Opening the account</b>	No fee / _____Birr	
<b>Maintaining the account</b>	No fee / _____ Birr per monthly/year or ____% of your account balance	
<b>Debit Card / ATM Card</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>First debit/ ATM card:</b> No fee/ _____Birr <b>Replacement debit I ATM card:</b> No fee/ _____Birr	
<b>Cheque Facility</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>Cheque book</b>	25 Leave _____Birr 50 Leave _____Birr 100 Leave _____Birr
	<b>Cheque dishonoured fee</b>	<b>First time:</b> record the incident and restricted all debit transactions against this account until fully paid. <b>Second</b> _____Birr or _____ % <b>Third</b> _____Birr or _____ %
	<b>Stop Cheque fee</b>	No fee/ _____Birr
	<b>Special clearance fee</b>	No fee/ _____Birr
<b>Cash withdrawals</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>Branch withdrawal:</b> No fee / ____Birr / ____% of withdrawal <b>Using our ATMs:</b> No fee/ _____Birr/ ____% of withdrawal <b>Using another institution's ATM:</b> No fee/ _____Birr/ ____% of withdrawal	
<b>Sending funds</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>Via a branch:</b> No fee/ —Birr/ —% of transfer amount <b>Via our ATM:</b> No fee/ —Birr/ —% of transfer amount <b>Via another's ATM:</b> No fee —Birr /—% of transfer amount <b>Via mobile banking to Other Bank:</b> <ul style="list-style-type: none"> <li>1 up to 10,000: _____Birr</li> <li>10,001 to 25,000: _____Birr</li> <li>&gt; 25,000: _____Birr</li> </ul> <b>Via mobile banking to Telebirr:</b> <ul style="list-style-type: none"> <li>Up to birr 5,000: _____Birr</li> <li>&gt; Above 5,000: _____Birr</li> </ul> <b>Via mobile banking to own account transfer:</b> No fee <b>Via mobile banking fund transfer within Bank:</b> <ul style="list-style-type: none"> <li>1 up to 10,000: _____Birr</li> <li>10,001 to 50,000: _____Birr</li> <li>50,001 to 100,000: _____Birr</li> <li>Above 100,001: _____Birr</li> </ul>	

<b>Payments for goods and services</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>Payment via mobile banking QR code:</b> No fee / _____Birr / _____% of amount <b>Payment at point of sale (POS) using ATM/debit card:</b> No fee / _____ Birr / _____ % of amount <b>Payment for Air ticket:</b> No fee / _____Birr / _____% of amount <b>Post-paid (Ethiotelecom and Safaricom) using mobile banking:</b> No fee / _____Birr / _____% of amount <b>Post-paid (Ethiotelecom and Safaricom) at branch:</b> No fee
<b>Duplicate statement of account</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	No fee / _____Birr
<b>Balance inquiry</b> <input type="checkbox"/> Available <input type="checkbox"/> Not available	<b>Via a branch:</b> No fee / _____Birr <b>Via our ATMs:</b> No fee / _____Birr <b>Via another institution's ATMs:</b> No fee / _____Birr <b>Via mobile banking:</b> No fee / _____Birr
<b>Account closure</b>	No fee / _____Birr
<b>Other fees</b>	<b>WARNING:</b> Fees other than those listed above may apply to your account. Itemized information about all fees is available in a printed form or on our website at <a href="https://www.amharabank.com.et">https://www.amharabank.com.et</a> and is accessible from all our branches, agents and other premises attended by customers.
<b>HOW LONG DO FUNDS TRANSFERS TAKE</b>	
<b>Sending funds</b>	<b>Domestic transfers</b> Transfers to other Bank using mobile banking: [Immediately] [Up to _____ business days] Transfers to other Bank using RTGS: [Immediately] [Up to _____ business days] <b>International transfers</b> Transfers to another account: [Immediately] [Up to _____ business days]
<b>Receiving funds</b>	<b>Domestic transfers</b> Transfers from other Bank using mobile banking: [Immediately] [Up to _____ business days] Transfers to other Bank using RTGS: [Immediately] [Up to _____ business days]

	<b>International transfers</b> Transfers from another account: [Immediately] [Up to — business, days]
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### Other things you should know

- ❖ **Requirements when opening this account:** To open the account you will need to satisfy some identification requirements. These can include providing documents and information to verify your identity. Please ask the account provider for more details.
- ❖ **What happens if you do not use this account for a long period?** If you do not make any transaction for\_ months, your account will be treated as [inactive/ dormant] and
- ❖ **Closing this account:** To close your account, you should contact

### Where can you get assistance or complain?

- ❖ Do you have any questions or complaints? Call [011-558-4785 or 690], email [ComplaintManagement@amharabank.com.et or info@amharabank.com.et], write to [28450], or visit [https://www.amharabank.com.et] to contact us regarding your question or complaint:
- ❖ If you are unsatisfied with how a complaint is handled: You can contact the National Bank of Ethiopia (Indicate [nbe.edpe@ethionet.et](mailto:nbe.edpe@ethionet.et), +251-155-7430 or 7230 and Sudan Avenue, Addis Ababa.)

<b>CERTIFIED CORRECT:</b>	I acknowledge receipt of this statement prior to signing the account contract
<b>Account provider 's representative</b>  Name:  Date:  Signature:	<b>Customer</b>  Name:  Date:  Signature:

### **Additional instructions:**

- ❖ **Transaction limits:** Describe any transaction limits including for individual transactions e.g. any daily/ monthly limit on withdrawals or payments and any international transaction limits. Each category of limit should be specified. Note when withdrawals may not be available (or limited) for an account (e.g., if applicable, a compulsory savings account long term savings account with restrictions or a special purpose savings account).
- ❖ **Other information:** Describe any other key features of the account, particularly those which are not obvious from the name of the product - e.g., for savings accounts there may be a need to describe products such as long term savings accounts, compulsory savings accounts, insurance savings accounts, matching fund deposits ('box saving') and provident fund savings products as well as savings accounts where the balance can be used as collateral towards a loan. If the account may be maintained in a foreign currency this should also be specified. Finally, specify if the
- ❖ Account may be linked with another account (such as a cheque account linked with a savings account so that the linked account balance can be used to cover a cheque if there are insufficient funds in the cheque account).
- ❖ **General fees:** If a fee varies depending on the circumstances, such as based on account usage or balance, then the circumstances in which this is the case need to be made clear - e.g. if there are a number of free transactions (such as for deposits, withdrawals or transfers) in a month, if a transaction fee may be reduced, waived or refunded depending on the balance in an account, if a fee varies depending on the amount or if a fee varies depending on whether the transaction takes place at an agent or a branch or via an ATM (including an ATM of another provider).



- ❖ **Interest paid on account balances:** Delete whichever does not apply. If "YES" then the details that follow must be completed. If "NO", the rows that follow should be deleted.
- ❖ **Interest rate:** Specify current interest rate(s) (including if any are fixed for any period), and any applicable scale e.g. based on the balance.
- ❖ **Transfers:** Specify if the time will vary depending on whether the transfers are to or from an account with the same account provider or to or from an account with another provider; or if the time will vary depending on whether the transfer is a domestic or international transfer.
- ❖ **Inactive account:** Specify consequences of having an inactive account e.g. whether the account will be closed after a specified period and any fee that may be payable.
- ❖ **Contact for account closure:** Specify contact details.
- ❖ **Contact information:** Specify all channels which can be used by the consumer and contact details - e.g. Phone, email, branch offices, social media.
- ❖ **Consumer signature:** Include only in Key Facts Statement that is required to be provided to a consumer before they sign an account contract.