KEY FACTS STATEMENT (KFS) FOR ACCOUNT OPENING

(To be provided and signed before opening of an account)

Compliant with Regulation 27 of the Bank of Tanzania (Financial Consumer Protection) Regulations, 2019 (as amended)

Name of FSP:_____ Product Name: _____ Date of Issue:_____.

Important Information:

This Key Facts Statement provides a clear and concise summary of the main features, benefits, fees, charges, and risks associated with this account.

Please read this document carefully before opening the account. If you do not understand any part, please ask a bank representative for clarification.

1. **Product Description (The section explains to the customer briefly about the product and the purpose it serves)**

This account is designed to enable customers to safely deposit, withdraw, and manage their funds. Depending on the product type, the account may offer interest earnings, payment services, and access through multiple banking channels.

2. **Eligibility Requirements (KYC Documentation)**

To open this account, you must provide the following:

(a) Valid Identification (e.g., National ID, Passport, or Voter ID)
(b) Recent Passport size Photograph (if needed)
(c) Completed Account Opening Form
(d) Minimum Opening Deposit (if applicable)
(e) Proof of Address (if required)

3. **Key Account Features**

Feature*	Description
Account Type	
Currency	
Minimum Opening Balance	
Minimum Operating Balance	
Interest Rate (Rate % per annum, if applicable)	
Interest Payment Frequency	
Access Channels	

4. **Fees and Charges (Inclusive of Applicable Taxes)**

Service*	Fee/Charge
Account Opening Fee	
Monthly Maintenance Fee	
ATM Withdrawal (Own Bank ATM)	
ATM Withdrawal (Other Bank ATM)	

Cash Withdrawal (Over the Counter)	
Balance Inquiry	
Account Statement (Printed)	
ATM Card Issuance	
ATM Card Replacement	
Mobile Banking Transfer	
Other Fees (If any)	

5. Risks and Important Considerations

(a) Fees, charges, and interest rates may change with prior notice in accordance with applicable guidelines and regulations.
(b) Failure to maintain the required minimum balance may result in penalties (if applicable).
(c) The account may become **inactive** if no customer initiated transactions occur for more than five(5) consecutive months and may become **dormant** if no customer initiated transactions occur for twelve (12) consecutive months.
(d) Always safeguard your PINs, passwords, and banking credentials to prevent unauthorized access or fraud.
(e) Customers must promptly notify the Bank in writing of any changes in personal information (e.g., address, phone number, identification details).

6. Customer Rights and Responsibilities

Customer Rights

(a) To receive clear, accurate, and timely information on account terms, fees, and charges.
(b) To receive account statements and transaction notifications.
(c) To privacy and confidentiality of personal and financial information.
(d) To lodge complaints and receive a timely response.

Customer Responsibilities

(a) Provide accurate and complete information at account opening and thereafter.
(b) Safeguard transactions instruments (ATM cards, PINs, passwords, and OTP).
(c) Regularly review account statements and report discrepancies promptly.
(d) Notify your financial institution immediately in case of suspected fraud or unauthorized transactions.

7. Complaint Handling

If you have any complaints or concerns regarding this product or service, please contact:

FSP Contact Details:
Customer Service Desk
Phone: _____ **Email:** _____ **Branch:** _____ .

The Bank will acknowledge and resolve your complaint within the timeframe prescribed by the Bank of Tanzania (Financial Consumer Protection) Regulation.

If your complaint is not resolved satisfactorily or not resolved at all after 14 days, you may escalate it to:

Bank of Tanzania
Directorate of Financial Deepening and Inclusion
Toll Free No: 0800 1111 00
Website: https://semanabot.bot.go.tz
Mobile application: Sema na BoT
Chatbot: "SEMA"
USSD : *152*50#

8. Declaration by Customer

I declare that:

- I have received, read, and understood this Key Facts Statement.
- I have been given the opportunity to ask questions and received satisfactory explanations.
- I agree to be bound by the terms and conditions of this account.

Customer Name: _____ Signature: _____**Date:** _____

9. Confirmation by FSP

We hereby confirm that this KFS has been issued in compliance with the Bank of Tanzania (Financial Consumer Protection) Regulations, 2019 (as amended).

FSP Authorized Officer's Name: _____**Signature:**_____
Date: _____**Stamp:** _____