

Agent Number:

Parent Branch:

Branch Contact:

Services Available here

- Cash Deposit Bill Payments Mobile Money Float Purchase Mobile Money Float Liquidation
 Cash Withdrawal School Fees Payments Agent to Agent Float Purchase

Agent Banking Customer Tariff Guide effective 01st February 2024.

Transaction Band (UGX)	Deposit & MM float purchase (UGX)	Withdrawal (UGX)	School Fees & Tax Payment	Bill Payments
< 10,000	Free	1,400	2,500	2,000
10,001 - 60,000	Free	1,400	2,500	2,000
60,001 - 150,000	Free	1,800	2,500	2,000
150,001 - 250,000	Free	3,200	2,500	2,000
250,001 - 350,000	Free	3,200	2,500	2,000
350,001 - 500,000	Free	6,300	2,500	2,000
500,001 - 1,000,000	Free	8,100	2,500	2,000
1,000,001 - 2,500,000	Free	8,500	2,500	2,000
2,500,000 - 50,000,000	Free	10,000	2,500	2,000

- No direct charges/ fees should be levied by this Agent.
- Agent services are provided subject to availability of funds.
- Valid identification is required for Agent transactions.
- Obtain printed receipts for all successful transactions done by the Agent.
- Sign the Agent transaction register before leaving the Agent premises.
- Keep your PIN private. Never disclose your PIN to anyone.
- For more information on **dfcu** Agent services please call **0800 222 000**.

Note:

- All charges are exclusive of 15% Government excise duty.
- The Bank reserves the right to change the tariff at any time and will inform you of any changes.

dfcu Bank Agent Prohibited Activities Agents shall not;

- Operate or carry out a transaction when the system is down.
- Operate or carry out a transaction when there is a communication failure in the system.
- Operate or carry out a transaction in the customer's absence.
- Operate or carry out a transaction when the system cannot. generate a hard copy system receipt or acknowledgement of the transaction.
- Charge fees directly to customers.
- Undertake Cheque deposits, distribution of Cheque books, ATM Cards, or conduct foreign exchange transactions.
- Sub contract other person(s) to provide Agent Banking services.
- Provide Agent Banking services at a location other than the physical address of the agent.

GOING FURTHER, TOGETHER

dfcu Bank is regulated by the Central Bank of Uganda and is registered under Registration Number 80010000085469. Customer deposits are protected by the Deposit Protection Fund of Uganda up to UGX 10 million. T&Cs apply.

dfcugroup 

dfcu Bank 

+256 776 760 760 

Call Centre: 0200 504 200

Toll Free: 0800 222 000 or 0800 203 206

Email: customer@dfcugroup.com

www.dfcugroup.com