The Key Facts Document is an important document to you as it summarises the product you are considering. Please read carefully before agreeing and signing the Form.

Account Name		
Account Number		

## **(b) Product Summary:**

Account Details		
1. Form of Current Account	This is a transactional offer targetting Non Resident Malawians in the diaspora	
2. Service Fee Applicable	No monthly management fees	
3. Penalties for Terminating Contract	Account Closure Fee - Nil	

Cost of Services			
4. Minimum Book Balance	Nil		
5. Other Fees and Charges(Administration Costs)	Not applicable		
6. Benefits Associated with the Business Current Account	Transactional account Lending offering Investment option (Fixed deposit/ Contractsave Remote account opening Digital solutions (Internet Banking and SmartApp ) Investment advisory services Access to Dedicated Private banker Free ATM Card		

Account Schedule		
7. Duration	N/A	
8. Maturity Date	N/A	
9. Period to Receive Evidence of the contract	When opening an account within 24hrs. Statement available on Internet Banking free of charge and at the branch at a cost as per pricing schedule	
10. Exclusion	N/A	
11. Withdrawal Options Available	Funds are immediately available and account is open to more deposit and withdrawals at any time.	
12. Penalties in case of non compliance with other contract terms	N/A	

## STATUTORY RIGHTS

- 13. Withdrawal Procedures: Your savings can be withdrawn immediately from the date of deposit.
- 14. Customer Recourse: Complaints or comments? Please Email: diasporasupportcentre@standardbank.co.mw

\*\*All fees are subject to 16.5% Value Added Tax

- 15. Redress Mechanism: In case of dispute you may lodge a complaint with the Registrar or file a lawsuit. To contact the Registrar, Call :01 820 299 or Toll Free: 80007444 email:complaints-handling@rbm.mw, Mail:The Consumer Protection Unit, Reserve Bank of Malawi Box 565,Blantyre, or Visit: https://www.rbm.mw
- 16. Right to savings statement: You have the right to obtain a statement of the savings product and service free of any charge on Internet Banking but a statement at the Branch attracts a charge as per Pricing Schedule.
- 17. Termination of savings product and service: you may terminate the policy by visiting your nearest branch.

CIF Number

Certified Correct

For Standard Bank of Malawi plc \_\_\_\_\_\_\_ Signature \_\_\_\_\_\_

Customer Full Name \_\_\_\_\_\_ Signature \_\_\_\_\_\_