

Services Available here

- Cash Deposit
- Cash Withdrawal
- Printed Mini-Statement
- Bill Payments
- School Fees Payments
- Balance Enquiry
- Money Transfers

Agent Banking Customer Tariff Guide effective 01st Dec 2022.

Transaction Band (UGX)	Deposit (UGX)	Bill Payments (UGX)	Withdraw and School Fees (UGX)
1 - 60,000	1,200	1,500	1,500
60,001 - 125,000	1,200	2,000	2,000
125,001 - 500,000	1,300	2,500	3,500
500,001 - 1,000,000	1,700	4,000	7,500
1,000,001 - 2,000,000	2,000	5,500	9,000
2,000,001 - 4,000,000	2,500	8,000	
URA	N/A	2,300	
Prepaid Card Loading	N/A	2,300	

Other Services	Charge (UGX)
Balance Inquiry	500
Ministatement (last 5 Transactions)	800
Mtn Float Purchase	Free

UBA 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.

Customer Notice

- 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 UBA Agent banking services please call +256 417 715 251 / +256 780 142 329.

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.