



Key Facts Document - Diaspora Account

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

(a) Type of Product: Diaspora Account Customer Name _____

CIF Number _____

(b) Product Summary:

Account Details		Product Features/ Cost of Services		Account Schedule	
1. Form of Diaspora Account	This is a transactional account for Malawians in the diaspora	4. Minimum Book Balance	Nil	7. Duration	N/A
2. Service Fee Applicable	No Service Fee	5. Other Fees and Charges(Administratio n Costs)	Nil	8. Maturity Date	N/A
3. Penalties for Terminating Contract	Account Closure Fee - Nil			9. Period to Receive Evidence of the contract	Within 24hrs of account opening .Statements also available on Internet Banking Free of Charge
		6. Benefits Associated with the Product and Service	Dedicated Private Banker • Card based • Linked to electronic transactions • Free Email alerts • Standing/stop orders can be loaded • No Monthly Internet fee Customers can do the below transactions free of charge 1) Inwards telegraphic transfer 2) Online purchases	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 Withdrawal Procedures:Your Savings Can be Withdrawn immediately from the date of Deposit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? Email:privatebankingsupportcentre@standardbank.co.mw

15. Redress Mechanism: In case of dispute you may lodge a complaint with the registrar or file a lawsuit. To contact the registrar, Call :+265 1 820 299 or +265 80007444 email:Complaints-handling@rbm.mw,Mail:The Consumer protection unit, reserve bank of Malawi Box 565,Blantyre),or Visit: <http://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 statement at Standard Bank Branch attracts a charge as per Pricing Schedule

17. Termination of product and service: you may terminate by emailing: privatebankingsupportcentre@standardbank.co.mw

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

Certified Correct

Standard Bank of Malawi plc _____ Signature _____

Customer Full Name _____ Signature _____

Date prepared _____