



# TROPICAL BANK PRODUCTS, SERVICES AND CHANNELS



**Tropical  
Bank**

**HERE FOR YOU**

## VISION

- To be the preferred Ugandan Financial solutions provider.

## MISSION

- To drive efficiency and effectiveness in all our dealings with the stakeholders.

## CORE VALUES

- Teamwork
- Service excellence
- Integrity
- Accountability

# CONTENT

**Deposit products** 4-11

---

**Overdraft Facilities** 12-13

---

**Loan Facilities** 14-18

---

**Trade Finance Facilities** 19-22

---

**Alternative Banking Channels** 23-26

---

**Other Banking Services** 27-35

---



# DEPOSIT PRODUCTS

---

We offer a number of customized banking options that can ideally serve the needs of different individuals and businesses.



# PRIMARY IDENTIFICATION REQUIREMENTS FOR ACCOUNT OPENING.

SN	NATURE OF ACCOUNT	REQUIREMENTS
1	TROPICAL STARS	<ol style="list-style-type: none"> <li>1. National ID or Passport for foreigners (parent)</li> <li>2. 2 Passport size photos for each child &amp; parent</li> <li>3. Child birth certificate</li> </ol>
2	SAVINGS ACCOUNT/ TROPICAL STARS/ JOINT ACCOUNT	<ol style="list-style-type: none"> <li>4. National ID, passport for foreigners</li> <li>5. 2 passport size photos</li> </ol>
3	SOLE PROPRIETORSHIP	<ol style="list-style-type: none"> <li>1. National ID, Passport for foreigners</li> <li>2. 2 passport size photos</li> <li>3. Certificate of registration</li> <li>4. Certified statement of particulars</li> <li>5. Copy of trade license.</li> </ol>
4	LIMITED LIABILITY COMPANY/EMBASSY	<ol style="list-style-type: none"> <li>1. National ID</li> <li>2. 2 passport size photos EACH</li> <li>3. Certified Certificate of incorporation</li> <li>4. Memorandum &amp; articles of association</li> <li>5. Board resolution {registered by registrar of companies}</li> <li>6. Trade license</li> <li>7. Certified current company returns / Particulars of directors and sec {form 20}</li> <li>8. Certified notice of situation {form 18}</li> <li>9. Company headed paper</li> <li>10. VAT registration certificate</li> </ol>
5	PARTNERSHIP	<ol style="list-style-type: none"> <li>1. National ID, Passport for foreigners</li> <li>2. 2 passport size photos each</li> <li>3. Certificate of registration</li> <li>4. Certified statement of particulars</li> <li>5. Copy of partnership deed.</li> </ol>
6	CLUBS/ ASSOCIATIONS/ SOCIETIES/ TRUST/ CHARITIES	<ol style="list-style-type: none"> <li>1. National ID, Passport for foreigners</li> <li>2. 2 passport size photos for each signatory</li> <li>3. Certificate of registration or affiliation</li> <li>4. Constitution / by-laws/ rules</li> <li>5. Resolution by executive board or committee</li> <li>6. Minutes of last annual general meeting</li> </ol>
7	FOR TRUST ACCOUNT	<ol style="list-style-type: none"> <li>7. Attested copy of certificate of registration</li> <li>8. Attested copy of IDs of all trustees</li> <li>9. Certified copies of instrument of trust</li> <li>10. Any subsidiary deed evidencing the appointment of the current trustees</li> </ol>

## Personal Current Account

---

*A Flexible Account to support your personal business*

### Purpose

Designed for personal transactions through Cheques and for Overdraft Facilities

### Target market

Individuals and Sole proprietors business

### Currency, Amounts and Other features

- i. Ugx, USD, GBP, EURO.
- ii. Initial deposit: Ugx 50,000/ US\$50/ £50 and €50
- iii. Cheque Books issuable
- iv. Monthly Ledger charge: Ugx 15,000/\$5 /£3 and €4
- v. Ledger charge-Per Entry (applicable to only withdraws): Ugx 2,500/ \$1 / £1 and €1

### Benefits

- i. Flexible, allowing easy payments for customers
- ii. Easy access to credit facilities like overdrafts, salary loans etc.

## Business Current Account ( SMEs)

---

*A current account to support your Small Business*

### Purpose

Business transaction account for Small and Medium companies/ corporations/ organizations.

### Target market

Small and Medium Enterprises, Large Corporate organisation.

### Currency, Amounts, and Other features

- i. Company Search Fee Ugx 55,000
- ii. Ugx , USD, GBP, EURO.
- iii. Initial deposit: Ugx 100,000/ US\$ 100/ Euro 100/ GBP 100
- iv. Cheque Books issuable
- v. Monthly Ledger charge: Ugx30,000 or US\$ 10
- vi. Ledger Charge- Per Entry (applicable to only withdraws): Ugx 3,000/ \$1.5 / £1 and €1.2

### Benefits

- i. Flexible, allowing easy payments to customers\
- ii. Easy access to facilities like overdrafts and commercial loans.

## Normal Savings Account

---

*An Account to allow you grow your Savings*

### Purpose

For customers desiring to accumulate saving deposits for future use.

### Target market

Individuals in the formal and informal employment

### Currency, Amounts and Other features

i. In Uganda Shilling Currency, EURO and GBP.

ii. Initial deposit: Ugx 5,000

ATM Card of Ugx 15,000/=

iii. Minimum balance: Ugx 5,000/=

iv. Monthly Ledger charge: Ugx 2,000/=

v. Interest payable – tiered upto 2.5%

### Benefits

i. Interest up to 2.5% per annum

ii. No penalty on minimum balance

iii. Access Personal development loans

iv. 24/7 access to your account

v. Mobile and internet banking

## United States Dollar Savings Account

---

*Grow your dollar savings*

### Purpose

Affordable savings account in US \$

### Target market

Medium and Corporate Customers

### Currency, Amounts and Other features

i. United States Dollars - US\$

ii. Initial deposit: Company/ Organization - US\$200 Individual- US\$100

iii. Minimum balance: US\$ 100

v. Monthly Ledger Charge: Nil

### Benefits

i. Affordable Savings in USD

ii. Access personal development loans

## **Tropicash Savings Account**

---

### *A simple and Easy to Access Account*

#### **Purpose**

A low cost savings account product for future needs of low income earner and students.

#### **Target market**

Low income earners; Salaried and individuals in the informal and formal sectors and students.

#### **Currency, Amounts and Other features**

- i. In Uganda Shillings Currency
- ii. Initial deposit: Ugx 5,000
- iii. Minimum balance: Ugx 5,000
- iv. Interest payable: Nil
- v. Designed for ATM use

#### **Benefits**

- i. Free ATM deposits transactions
- ii. Mobile Banking access and Internet Banking
- iii. SMS Alerts Access
- iv. Access to personal development loans.

## **Investment Club Account**

---

### *Jointly Save for better Investment*

#### **Purpose**

Group Savings and Investments

#### **Target market**

Groups: Investment Clubs, Sel-help groups, Solidarity groups, VSLAs, SILCs, ASCAs, ROSCAs, etc

- i. Uganda Shilling Currency and other freely convertible foreign currencies
- ii. Initial deposit: Ugx 50,000
- iii. Minimum balance: Ugx 50,000
- iv. Interest payable – tiered upto 3.5% per annum
- v. Access to SMS alerts (on request)
- vi. Access to Internet banking
- vii. Requirements: Group Resolution, Constitution, Certificate of Registration. TBL can support the group registration process at a fee of Ugx 80,000

#### **Benefits**

- i. Affordable group Savings Account



## Money Box Savings Account

---

*Committed to Savings with a goal to achieve*

### **Purpose**

A commitment saving Account designed to build deposit reserves through consistent saving of amounts.

### **Target market**

Salary earners and business persons committed to Deposit Savings

### **Currency, Amounts and Other features**

- i. Uganda Shillings Currency
- ii. Initial Deposit Bands: 50,000; 100,000; 200,000; 500,000; 1 Mn; 2 Mn, 3Mn
- iii. Minimum Monthly deposits: Ugx 50,000
- iv. Contract Periods: 1 yr, 2 yrs, 3 yrs, 4 yrs, 5 yrs
- v. Interest payable – tiered: 3.5– 5.5% per annum
- vi. No withdrawals until maturity
- vii. Premature liquidation – penalty/ forfeit interest
- viii. A soft loan of 60% on deposits saved, can be offered to Box Contracts of 5 years

### **Benefits**

- i. 5 year Contract Boxes automatically qualifies for unsecured soft loan up to 60%
- ii. High interest paid on monthly balances
- iii. The balance on the Money Box Account can be used to guarantee any borrowings

## Farmers Savings Account

---

*Savings for agribusiness activities*

### **Purpose**

Commitment savings for farmers

### **Target market**

Farmers and agribusiness entities

### **Currency, Amounts and Other features**

- i. Ugx
- ii. Initial deposit: Ugx 5,000
- iii. Minimum balance: Ugx 5,000
- iv. Interest payable – tiered upto 2.5% per annum
- v. Limit on withdraws: Maximum once each week
- vi. Penalty for more than 1 withdraw per week -Ugx 6,000

### **Benefits**

- i. Financial Literacy for Farmers
- ii. Agricultural loans
- iii. Personal development loans

## Tropical Stars Account

---

*Have your child's future secured*

### Purpose

A Savings account for children below the age of 18 years. A Contract account to be managed by a Parent/ Guardian

### Target market

Tropical Minor - preschool and Tropical stars - school going

### Currency, Amounts and Other features

- i. Ugx & US\$
- ii. Initial deposit: Ugx 5,000 or US\$ 1
- iii. Minimum balance: Ugx 5,000 or US\$ 1
- iv. Interest payable - tiered: 2.5
- v. Limitation on withdraws: Maximum once in three months
- vi. Penalty – below Minimum balance or withdraw before 3 months: Ugx 20, 000 USD \$6

## Hijja Savings Account

---

*Plan for your Hijja trip early*

### Purpose

Medium to long-term saving intended for fulfilment Hijja pilgrimage (Mecca and Medina)

i) Hijja Funds Depository, ii) Fund Management, and iii) Hijja

### Operations services

• Hijja (Major Pilgrimage) • Umrah (Minor Pilgrimage) • Shari'a compliant financing

### Target market

All Muslim Communities

### Currency, Amounts and Other features

Mechanism: TBL generates attractive and competitive interest-free returns to subsidize the Hijja costs

- i. UGX, USD, EURO, GBP
- ii. Deposit of Ugx 5,000 or US\$ 1
- iii. Minors (Children) Ugx 5,000 or US\$ 1
- iv. Jointly Ugx 5,000 or US\$ 1
- v. Consistent monthly deposits to the Account
- vi. Gifts (Hiba) earned shall be rewarded in form of incentives for Hijja Costs
- vii. Withdraw Limit: once every three months

### Benefits

- i. Hijja Incentives

## Fixed Deposit Account

---

*Invest your Savings for better returns*

### Purpose

Commitment savings account for customers

### Target market

Customers interested in low risk financial investments

### Currency, Amounts and Other features

- i. Ugx and other convertible currency
- ii. Minimum amount: Ugx 1,000,000
- iii. Minimum period: 1 month
- iv. Competitive interest rates
- v. Primary requirement: Account with TBL
- vi. Penalty – Premature liquidation results into forfeit of interest

### Benefits

- i. Earn High Interest Rates on your Deposits Investments
- ii. Access overdrafts using your deposits as security

## Plus Saving Account

---

*Earn High Interest on your Savings*

### Purpose

Deposits and Savings Account

### Target market

Corporate and High net worth customers

### Currency, Amounts and Other features

- i. In Uganda Shillings
- ii. Initial / Minimum Deposit: Ugx 50,000
- iii. Withdraws: Maximum 1 (once) a month
- iv. Interest payable - Tiered upto 3.5% per annum.
- v. Charges: penalty below minimum balance -Ugx 50,000
- vi. Charge more than 1 withdraw each month – Ugx 20,000
- vii. Monthly Ledger Charge: Nil

### Benefits

- i. Earn high interest in your savings
- ii. No monthly ledger fee on the account
- iii. Access personal development loans



# 03

## OVERDRAFTS FACILITIES

### Forms of Acceptable Collaterals

	Primary collateral	Stable source of income
	<b>Specified collateral</b>	<b>Documentation</b>
Collateral and documentation	<b>Land</b>	Land Title with Legal Mortgage <ul style="list-style-type: none"> <li>Title - Mortgage instrument</li> <li>Title Deed Deposit - Memorandum of deposits</li> </ul>
	<b>Motor vehicle</b>	Log book with Chattels mortgage deed on motor vehicle and Comprehensive Insurance
	<b>Company assets</b>	Debenture against company assets
	<b>Cash collateral</b>	Certificate of Fixed Deposit / FDR etc
	<b>Guarantor</b>	Guarantee Deed <ul style="list-style-type: none"> <li>At least 1 Personal guarantors or 1 Corporate Guarantee</li> </ul>
	<b>Business</b>	Due Diligence report on business and the collateral must be undertaken
<b>Guidelines for Personal Guarantor</b>	<ul style="list-style-type: none"> <li>should have an active operational account in TBL,</li> <li>should not be standalone securities but must be accompanied by tangible collateral, e.g. mortgage, logbook etc</li> <li>Must have capacity in terms of character and financial capabilities. A due diligence report must be made before anyone qualifies for being a guarantor.</li> <li>Exceptions for standalone are where the guarantor is one of our top customers (either borrower or depositor) with a lien to offset the facility from their account</li> </ul>	



## TEMPORARY OVERDRAFT FACILITY

*Easy access to a financing facility*

### **Purpose**

Short-term credit for working capital, salaries, taxes, freight ... etc

### **Target market**

Business Enterprises and Individuals

### **Currency, Amounts and Other features**

- i. UGX, USD,EURO,GBP
- ii. Amount: determined by account turnover
- iii. Interest charge: Prime +/- 6%
- iv. Maximum Tenure: 12 Months
- v. Minimum Tenure: 1 month
- vi. Collateral: all acceptable collaterals
- vii. Charges- refer to the Tariff guide.

### **Benefits**

- Competitive interest rates
- Quick access within 24 hrs
- Flexible repayment terms.



## LOAN FACILITIES



Turn your dreams into reality with our loan facilities and live above the average.



## SME Loan (Small Enterprises)

*Access Finance for your Small Enterprise*

### **Purpose**

To boost business through injection of working capital or acquisition of machinery/ equipment, increasing rental space or other operational costs

### **Target market**

*Small Business Enterprise*

### **Currency, Amounts and Other features**

- i. In UGX Currency
- ii. Tenure: 3 - 24 months
- iii. Amount: 2 million - 30 Million
- iv. Interest charge: Prime +/- 6%
- v. Land tittle with legal mortgage, Vehicle Log books, Fixed deposits etc.
- vi. Charges - refer to the Tariff guide.

## SME Loan (Medium Enterprises)

*Access your Finance Medium Enterprise*

### **Purpose**

To finance growing Medium Enterprises for working capital, salaries, purchase of machinery, rental space ... etc.

### **Target market**

Medium Business Enterprises

### **Currency, Amounts and Other features**

- i. In UGX Currency
- ii. Tenure: 3 - 60 months
- iii. Amount: 30 - 500 Million
- iv. Interest charge: Prime +/- 6%
- v. Land tittle with legal mortgage, Vehicle Log books, Fixed deposits etc.
- vi. Charges - refer to the Tariff guide.

## Personal Development Loan

*Support your personal development*

### **Purpose**

Short - medium term finance facility for personal development such as - land purchase, education, purchase of vehicles, household chattels, home improvement, etc

### **Target market**

Salaried employees and/ or self-employed with an established and consistent source of income such as salary and business income

### **Currency, Amounts and Other features**

- i. In Uganda Shilling Currency
  - ii. Amount: 2 – 100 Mn.
  - iii. Tenure: 3 - 60 months
  - iv. Interest charge: Prime 24% per annum
  - v. Finance 50 - 90% of the investment
  - vi. Land title with legal mortgage, Vehicle Log books, Fixed deposits etc.
- Charges - refer to the Tariff guide.**

## AGRIBUSINESS LOAN

### *Supporting the Agricultural Value Chain.*

#### **Purpose**

Financing to enhance agricultural production, marketing, processing and investments in select value chains

#### **Target market**

Financing to enhance agricultural production, marketing, processing and investments in select value chains

#### **Currency, Amounts and Other features**

- i. Uganda Shillings and any freely convertible currency
- ii. Up to 75% seasonal working capital required as per Assessment Report
- iii. Tenure: matches the seasonal transaction duration
- iv. Maximum 12 months, if in production
- v. Interest charge - as per Risk Adjusted Price
- vi. Primary collateral: viable agribusiness
- vii. Land title with legal mortgage, Vehicle Log books, Fixed deposits etc.

**Charges - refer to the Tariff guide.**

## SALARY LOAN

### *Financing of your immediate needs*

#### **Purpose**

Unsecured loans for salary earners

#### **Target market**

Salary earners from reputable organizations with Permanent or Contract employment

#### **Currency, Amounts and Other features**

- i. In Uganda Shillings currency
- ii. Tenure: 3 - 60 months
- iii. Minimum amount: Ugx 1 million (accessible through scheme arrangements)
- iv. Maximum amount: Ugx 150 million. Amounts above 150 million will require additional collateral.
- v. Interest charge: Prime 24% per annum and negotiable, if under scheme.
- vi. Required - Minimum Net Salary of Ugx 200,000
- vii. Letters of undertaking from reputable employers
- viii. Pay slips (at least three most recent)



# COMMERCIAL LOAN

## *Financing for viable commercial undertakings*

### **Purpose**

To finance viable commercial undertakings such as inventory purchases, new equipment, operational expenditure (employee salaries, etc.)

### **Target market**

Corporates, large scale investors and enterprises

### **Currency, Amounts and Other features**

- i. In UGX and other convertible currency
- ii. Amount: 500 Million and above
- iii. Tenure: 3 – 60 months
- iv. Main collateral: all acceptable collaterals
- v. Interest charge: as per Risk Adjusted Price
- vi. Repayment frequency - as per cash flow
- vii. Registered business (Certificate of incorporation, Statement of Particulars, Trading License, Business name, Permits, etc.)
- viii. Loan Security margin - physical security covering at least 130% (both new and repeat borrowers) of Forced Sale Value of the facility, for all customers presumed to be of higher risk as per policy

# CONTRACT FINANCE LOAN

## *Financing your projects*

### **Purpose**

To avail financing for contractors/ suppliers of goods and services to corporate companies, government, to be determined at the bank's discretion.

### **Target market**

Contractors, suppliers to corporates (supply on general trade, maintenance and services, construction and infrastructure, installation/ commissioning

### **Currency, Amounts and Other features**

- i. In Uganda Shillings and other convertible currency
- ii. Maximum advance: repayment capacity of borrower
- iii. Maximum tenure: 12 months
- iv. Minimum tenure: Flexible
- v. Primary requirement – viable contract with government or other reputable organization, physical security covering 130% of the facility, legal mortgage
- vi. Interest charge: as per Risk Adjusted Price
- vii. Interest charge: Prime + 3% per annum
- viii. Repayment frequency - as per cash flow

### **Benefits**

Financing with limited collateral security

# AGRICULTURAL CREDIT FACILITY

## *Strengthening the Agricultural Sector*

### **Purpose**

To finance viable commercial undertakings such as inventory purchases, new equipment, operational expenditure (employee salaries, etc.)

### **Target market**

Farmers and Agro-processors

### **Currency, Amounts and Other features**

- i. Government of Uganda (GoU) in partnership with Participating Financial Institutions to avail finance for commercialization of Agriculture through provision medium to long-term loans to projects engaged in agriculture and agro-processing, modernization and mechanization on more favorable terms
- ii. Mechanism: Administered by BoU and operates on refinancing basis. 50% Government contribution
- iii. In Uganda Shillings
- iv. Amount: 5 Million – 10 Billion
- v. Tenure: 1 Year – 96 Months
- vi. Interest: Up to 15% pa Flat

### **Benefits**

Large and long-term credit

# ASSET AND VEHICLE FINANCING FACILITY

## *Access financing with limited collateral*

### **Purpose**

To avail financing for potential customers who lack security but interested in acquiring assets; facility secured by product to be purchased. Assets should be income generating

### **Target market**

Trade and commerce, manufacturing, processing, plants, transport building agribusiness, real estates; List of assets include:-

- i. Passenger vehicles
- ii. Commercial vehicles
- iii. Capital plant and machinery equipment including tractors and machine tools
- iv. Medical equipment

### **Currency, Amounts and Other features**

- i. Uganda Shillings and other convertible currency
  - ii. Tenure: up to 60 months
  - iii. Amounts: UGX 10 Million and above
  - iv. Client to contribute between 15% to 30% depending on the year of manufacture
  - v. Maximum amount: Borrowers repayment capacity
  - vi. Interest charge: Prime + 3% per annum
- i. Primary collateral;
    - Purchased asset or other physical collaterals



# TRADE FINANCE FACILITIES



# Letters of Guarantee

## Advance Payment Guarantees (APGs)

*Secure the your Advance Payments*

### Purpose

To guarantee, that funds advanced by an employer/ client to a contractor's Bank account for commencement of work are protected

Target market

Contractors and employers

### Currency, Amounts and Other features

- i. In Uganda Shillings or any convertible currency
- ii. If secured (customers with collateral security or cash margins) the value is 30%
- iii. If unsecured, the funds are held as security until expiry of guarantee.

Charges

- 1% if the instrument is secured by collateral security
- 0.3% if secured 100% by cash.
- Tailored to a specified period
- Acceptable Collateral Security is applicable

### Benefits

- i. Access to contract finance
- ii. Working capital for the contractor or service provider

## BID SECURITY

*Guarantee your bidding process*

### Purpose

To guarantee that the winning bidder will undertake the contract under the terms at which they bid

### Target market

Contractors and suppliers

### Currency, Amounts and Other features

- i. In Uganda Shillings or any convertible currency
- ii. Secured ( for customers with collateral security or cash margin) 1% or 0.3% per quarter accordingly to account holder
- iii. Unsecured ( for customers without collateral security or cash margin) to be determined by the companies credibility.
- iv. Refer to the revised tariff guide
- v. Acceptable Collateral security is applicable.

### Benefits

- i. Access to contract finance
- ii. Facilitates bid processing

## PERFORMANCE BONDS

*Guarantee your performance*

### Purpose

To guarantee, that a contractor shall satisfactorily complete a projects/ contracts. It is to protect the interest of the employer/ client in case the contractor does substandard work or completely fails to execute the contract/ project

## Target market

Contractor suppliers

Currency, Amounts and Other features

- i. In Uganda Shillings or any convertible currency.
- ii. Secured ( for customers with collateral security or cash margins)
  - 0.3% per quarter (if a client has cash margin 100%)
  - 1% per quarter if customer provides other physical security
  - Acceptable Security is applicable

## Benefits

- i. Access to contract finance
- ii. Facilitates bid processing

# DOCUMENTARY COLLECTION (DCS)

## Secure your Exports

### Purpose

To enable exporters assign TBL to handle shipping documents to importers' banks together with payment instructions and to collect payment for goods supplied

### Target market

Traders – importers and exporters

Currency, Amounts and Other features

Forms of DCs;

Inward foreign bills;

- TBL customer is an importer.
- Advising charge: \$ 100
- Swift charge: \$ 15 (if applicable)

Outward foreign bills;

- This is when a TBL customer is an exporter.
- Charge: 0.25% of the value of the documents
- [Minimum of \$ 10 and maximum of US\$ 200]
- Swift charge: \$ 15 [for correspondence with the importer/ buyer's Bank]
- Acceptable Security applicable

### Benefits

- i. Access to contract finance
- ii. Facilitates bid processing

# INCOMING PAYMENTS

### Purpose

To enable TBL customers receive funds from anywhere in the world

### Target market

All existing and prospective customers of TBL

### Currency, Amounts and Other features

- i. In Uganda Shillings or any convertible currency
- ii. Charge on Foreign currency accounts: Nil
- iii. Charge on UGX accounts: 0.25% of the value of the payment,
- iv. [Minimum \$ 10 and maximum \$ 200].

### Benefits

Flexible access and receipt of funds

# TELEGRAPHIC TRANSFERS (TTS)

*To secure your money transfers*

## **Purpose**

To enable international fund transfers on behalf of TBL's customers to beneficiaries/ recipients globally

## **Target market**

All existing and prospective customers of TBL

## **Currency, Amounts and Other features**

Charges and commissions.

- Telex Swift Charges: US\$ 15 or its equivalent
- Outgoing commission: 0.25% of the value of the TT [only applicable to foreign currency accounts].
- Excise duty: 15% is applicable on all charges and commission
- Correspondent charges also applicable depending on the value of the TT if the customer chooses to cover all charges involved

## **Benefits**

- Flexible transfers of funds

# LETTERS OF CREDIT

*Ensure a seamless import and export business*

## **Purpose**

A written commitment by TBL on behalf of a buyer that payment shall be made to a seller provided that the terms and conditions stated therein have been met

## **Target market**

Traders – importers and exporters

## **Currency, Amounts and Other features**

- In Uganda Shillings or any convertible currency
- Sight L/Cs; payable as soon as complying documents are verified and presented in accordance to the L/C terms and conditions. Deferred L/Cs; payable after a certain period (30 - 60 days) upon receipt of L/C complying documents. Standby L/Cs: often used to guarantee performance or to strengthen the credit worthiness of an importer Acceptable Collateral Security is applicable.

## **Benefits**

- Access to international trade finance
- Eases cross border transactions where traders are unaware about each other
- Applicable across different financial regulatory regimes.



# ALTERNATIVE BANKING CHANNELS



Banking at your convenience.



# Tropical Bank Mobile Banking

*Having a branch in the palm of your hand*

## **Purpose**

To promote financial inclusion through branchless banking - expansion of formal banking services and operations;

- i. to reduce financial costs; operational, direct and indirect costs,
- ii. to increase convenience (bank anywhere and time),
- iii. to increase flexibility through diversified services delivery channels,

## **Target market**

Bank customers

## **Currency, Amounts and Other features**

- i. Option i) USSD code \*214#,
- ii. Option ii) Tropical Mobile Banking app

## **Transactions**

- Online account Opening
- Mobile loan
- pull- withdrawal cash (from bank account through wallet),
- balance inquiry,
- Wallet to bank,
- mini-statement,
- Cheque book request,
- Forex rates,
- transfer funds (intra bank – one account to another within),
- transfer of funds (inter-bank – to other banks),
- International transfer - Swift, EAPS
- payment for merchant services – bills for utilities, purchases and airtime top-ups, self-initiation of account opening processes.

## **Benefits**

- i. maximized convenience,
- ii. least transactions costs,
- iii. flexible accessibility (beyond branch catchment areas),
- iv. ease of payments for bills and purchases,
- v. instant cash transfers,
- vi. 24/7 access through to banking services,
- vii. instant access to statements.



# Agent Banking Services

## *Your door step banking*

### **Purpose**

To promote financial inclusion through branchless banking - expansion of formal banking services and operations;

- i. to reduce financial costs; operational, direct and indirect costs,
- ii. to increase convenience (bank anywhere and time),
- iii. to increase flexibility through diversified services delivery channels,

### **Target market**

both retail and corporate customers, existing and prospective customers

### **Currency, Amounts and Other features**

- i. Ug Shs
- ii. part of shared platform under the Agent Banking Company (ABC),
- iii. end-user services executed through the PoS gadgets/ machines and mobile phones,
- iv. service online with real-time transactions processing

Transactions

International transfer - Swift, EAPS

- i. Cash Deposit
- ii. Cash Withdraw
- iii. Balance inquiries
- iv. Funds transfers
- v. Pay bills
- vi. Mini-statements
- vii. Account name inquiry
- viii. Collect documents;
  - Account opening forms
  - Applications for loans
  - Other authorized communication

### **Benefits**

- i. maximized convenience,
- ii. least transactions costs,
- iii. flexible accessibility (beyond branch catchment areas),
- iv. ease of payments for bills and purchases,
- v. instant cash transfers,
- vi. 24/7 access through to banking services,
- vii. instant access to statements,

# Tropical Verve Debit Card

*Access your money any time wherever you are*

## **Purpose**

To facilitate customers' transactions through over 650 Interswitch subscribed ATMs and 2,000 POS Machines countrywide.

## **Target market**

All existing and prospective customers of TBL

## **Currency, Amounts and Other features**

- i. Uganda shillings
- ii. Customer required to apply for the card at the time of opening the account
- iii. The card is processed and issued same day (instantly)
- iv. Primary requirement: Bank account
- v. Transactions; Deposit cash, Withdraw cash, Balance inquiry , Mini statement, and Payment through Point of Sale Machines/Bills

## **Benefits**

- i. Secure cashless transactions (safe and convenient)
- ii. Flexible access to bank services/ multiple acceptance points
- iii. 24/7 online purchase transactions

# Tropical Online Banking

---

Access your Account anytime anywhere

## **Purpose**

To promote branchless banking - expansion of formal banking services and operations;

- i. to increase convenience 24/7 hours access to banking services,
- ii. to increase flexibility through diversified services delivery channels, to respond to increasing preference for digitization of financial services

## **Target market**

both retail and corporate customers

## **Currency, Amounts and Other features**

Tropical Bank Website [www.trobank.com](http://www.trobank.com)

- i. Inquiries - balance inquiry or foreign exchange rates
- ii. statements and loan status
- iii. transfer funds (intra bank – one account to another within)



## OTHER BANK SERVICES



NATIONAL UNION AND  
RESOURCE CORPORATION



*moving money for better*



Uganda Revenue Authority  
DEVELOPING UGANDA TOGETHER

# Real Time Gross Settlement (RTGS)

*Instant transfer of funds*

## **Purpose**

To facilitate wholesale settlement of payment (to payee) on behalf of an instructing customer (payer)

## **Target market**

Existing and prospective customers

## **Currency, Amounts and Other features**

- i. In Uganda Shillings and any freely convertible currency
- ii. Charges – refer to Tariff Guide

Process flow

- iii. Customer must complete an RTGS Form
- iv. Submit the form to the Bank as an instruction to execute payment

## **Benefits**

Fast and secure payment process/ fund transfer process

# Tropical GIRO

---

*Access us through Post Bank branches*

## **Purpose**

A platform enables bank customers to deposit into Tropical Bank Accounts through Post Bank Branches

## **Target market**

both retail and corporate customers

## **Currency, Amounts and Other features**

- i. Customer visits any Post Bank Branch
- ii. Completes a Deposit Slip with required accounts details
- iii. Deposits cash into a TBL account
- iv. The TBL account credited with the funds within 24 hours

## **Benefits**

- i. Allows business continuity where TBL lacks branches and service points
- ii. convenience
- iii. flexible accessibility (beyond branch catchment areas)
- iv. Accounts in TBL credited with funds within 24 hours

# Cheque Truncation

## *Cheque Clearing simplified*

### **Purpose**

To facilitate transactions payment processing

### **Target market**

All existing and prospective customers of TBL

### **Currency, Amounts and Other features**

- i. In Uganda Shillings and any convertible currency
- ii. Applicable to Current Accounts Process flow
- iii. Customer must apply for a cheque book from the Bank (issuable within 3 Days)
- iv. Credit Reference Status of Applicant is obtained
- v. Customer deposits a cheque
- vi. Account is checked for sufficiency of funds
- vii. Cheques are submitted to Bank of Uganda for clearance
- viii. Funds are transferred
- ix. Charges – Tariff Guide

### **Benefits**

Fast and secure payment process/ fund transfer process

## **Electronic Fund Transfer (EFT)**

---

### *Instant transfer of funds*

### **Purpose**

To facilitate quick funds transfer and payment processes

### **Target market**

All existing and prospective customers of TBL

### **Currency, Amounts and Other features**

- i. In Uganda Shillings and any convertible currency
- ii. Any amounts apply Process flow
- iii. Customer must complete an EFT Form
- iv. Submit the form to the Bank as an instruction to execute payment
- v. Charges – Tariff Guide

### **Benefits**

Fast and secure payment process/ fund transfer process

# Tropical FOREX Services

*Get the best forex rates*

## **Purpose**

To enable customer exchange/ convert different form of currencies

## **Target market**

Open to customers and non customers.

## **Currency, Amounts and Other features**

i. UGX, USD,EURO, GBP

Process flow

ii. The Exchange Rates are monitored on a daily basis

iii. Customers can exchange currencies across all branches

iv. Staff members are offered a preferential rate 'Mid-Rate'

v. Primary requirement: Bank account (current/ savings accounts)

## **Benefits**

i. Safe currency exchange services

ii. Transparency as rates are displayed FOREX Board in all the Banking Halls

## **Salary Handling Services**

---

*Access your salary on time*

## **Purpose**

To execute payment of salaries for different customer organizations

## **Target market**

Employers with formal salary payment arrangements for their employees within TBL or across other banks/ financial institutions

## **Currency, Amounts and Other features**

i. Customer is required to open a bank account with TBL,

ii. The payer instructs TBL to pay – names, account details of payees, amounts and payment dates

iii. TBL executes the payment (provided the payer's account is sufficiently funded)

iv. Charges – refer to the Tariff Guide

## **Benefits**

i. Efficient payment system (timely and automated process)

ii. Fast and reliable.

*Settle your NSSF and secure your future*

## **Purpose**

To facilitate the collection of social funds remittances to NSSF

## **Target market**

Institutions that are registered and remit employees' NSSF membership contributions. Both customers and non-customers of TBL

## **Currency, Amounts and Other features**

- i. In Uganda Shillings and any convertible currency
- ii. Applicable to Current Accounts Process flow
  - The organization/ payer opens a bank account with TBL,
  - The organization/ payer instructs TBL with a payment schedule to remit to NSSF; NSSF Account Number 102322775
  - Cheques
  - RTGS
- iii. Both NSSF and employee are instantly notified through email upon payment
- iv. The services are executed at any TBL branch Charges – refer to Tariff Guide

## **Benefits**

- i. Automated remittance and collection of NSSF funds
- ii. Speed and simplicity to management of NSSF funds

# Tropical E-Water Payments

*Pay your water bills instantly*

## **Purpose**

To facilitate the collection of payments on behalf of NWSC

Target market

Agencies that have to make payments to NWSC

## **Currency, Amounts and Other features**

Process flow

- i. Customers presents NWSC Water Bill, cash, cheque, draft or standing order to e-water payment cashier at any TBL Branch
- ii. The payments will be instantly executed and notifications circulated

## **Benefits**

- i. Convenience
- ii. Free of charges
- iii. SMS notification
- iv. Flexible payment by cash, cheque, draft or standing order

## **E-Tax Payment Services**

---

*Pay your tax at the click of a button*

## **Purpose**

To facilitate the collection of payments on behalf of Uganda

Revenue

Authority (URA)

## **Target market**

Agencies that have to make payments to URA

## **Currency, Amounts and Other features**

In Uganda Shillings and any convertible currency

## **Categories of customers**

- i. Generation of E-tax payments in the Bank
- ii. Customers by cheque or written order
- iii. Customers/ non-customer by cash, each deposit

## **Benefits**

- i. Fast and secure payment process,
- ii. Eliminated the demurrage costs due to delayed tax payment
- iii. Speedy clearance of goods and services



# (E) - School Fees Collection

*Pay school fees with ease*

## **Purpose**

To facilitate the collection of payments on behalf of schools

## **Target market**

All schools

## **Currency, Amounts and Other features**

Process flow

i. Channels

- Electronic School Fees/ School Pay
- Over the Counter Payment
- Cheque payments
- Bank draft

ii. Mobile Money/ Wallet to School Account

iii. The payments are instantly executed and notifications circulated

## **Benefits**

i. Convenience

ii. Free of charges

iii. SMS notification

iv. Flexible payment by cash, cheque, draft or standing order

## **Standing Order Payment (SOP)**

---

*Let us make those payments on your behalf*

## **Purpose**

To facilitate payment instruction by payer to TBL to debit own account and credit a payee's account on agreed sequence and payment schedule

## **Target market**

Both existing and non-existent customers

Currency, Amounts and Other features

i. The payer issues a SOP and payment schedule to TBL

ii. TBL executes the payment (provided the payer's account is sufficiently funded)

## **Benefits**

iii. Efficient payment system (timely and automated process)

# Western Union Money Transfer Services

*Secure and Instant remittances*

## **Purpose**

To facilitate international funds transfers

## **Target market**

Existing and potential new customers (individuals, organizations and cooperates)

## **Currency, Amounts and Other features**

- i. Ug Shs and any freely convertible
- ii. Users transfer funds through any Western Union Points
- iii. Once a transaction is executed an MTCN code is auto generated
- iv. MTCN code is used to redeem the funds from any Western Union Outlet
- v. Primary requirement: Tracking MTCN code and identification
- vi. Refer to Tariff Guide

## **Benefits**

- i. Secure and fast fund transfers

## **Money Gram**

---

*Secure and Instant remittances*

## **Purpose**

To facilitate international funds transfers

## **Target market**

Existing and potential new customers (individuals, organizations and cooperates)

## **Currency, Amounts and Other features**

- i. Uganda shillings and any freely convertible
- ii. Users can send funds from any Western Union Points
- iii. Once a transaction is executed an MTCN code is auto generated
- iv. MTCN code is used to redeem the funds from any Western Union Outlet
- v. Primary requirement: Tracking MTCN code and identification
- vi. Refer to Tariff Guide

## **Benefits**

- i. Secure and fast fund transfers

# Cash in Transit (CIT)

*Let us facilitate delivery of your cash*

## **Purpose**

To facilitate safe physical cash transit on behalf of customers

Target market

All existing and prospective customers of TBL

## **Currency, Amounts and Other features**

i. Any amounts apply

ii. Charges are negotiated between the customer and the transit company

iii. TBL links the customers to security companies that offer cash transit. The amounts of cash in transit are undisclosed to transporters,

iv. TBL has provisions for exceptional arrangements with specified customers

## **Benefits**

i. Secure and fast fund transfers

## **Bank Draft**

---

*Avoid bouncing cheques*

## **Purpose**

To facilitate transactions payment processing

## **Target market**

All existing and prospective customers of TBL

## **Currency, Amounts and Other features**

i. A cheque where payment is guaranteed by the issuing bank after review of the account to confirm sufficiency of available funds

ii. Customer must apply for a Bank draft

iii. Charges - Tariff Guide

## **Benefits**

i. Fast and secure payment process/ fund transfer process

# FIND US AT:



**Kampala Road (Main Branch),**  
next to NSSF House (H/Qs), opposite  
Amber House, Plot 27, Kampala Road  
(Tel: +256414313109).



**Oasis Mall Branch,** at Oasis Mall  
(Plot S88-94, Yusuf Lule Road,  
Tel: +256 417130120)



**Ntinda Branch,** along stretcher road  
(Plot 31, Ntinda Stretcher Rd, Ntinda  
Complex building, Tel: +256414287956).



**Kawempe Branch,** along Bombo Road  
near Kawempe Police Station  
(Plot 3144, Kawempe +256414566076)



**Jinja Branch,** Plot 17 main street Jinja,  
(Tel: +256434120269).



**Masaka Branch** in Masaka Town,  
Plot 2, Birch Avenue, Masaka  
(Tel:+256481420799).



**Kakira Branch** at Kakira Sugar Works  
(1985) Ltd Estate, (Tel: +256434141061)



**Mukono Branch** in Mukono, along Jinja  
Road, (Tel: +256414672609)



@tropicalbanklimited



@tropicalBankLimited



@tropicalbanklimited



@tropicalbanklimited



+256 701880587



GENERAL LINE  
+256 414313100



TOLL FREE  
0800100044



P.O BOX 9485  
KAMPALA, UGANDA



www.trobank.com



customerservices@trobank.com

Tropical Bank is regulated by the Bank of Uganda.

Customer Deposits are protected by the Deposit Protection  
Fund of Uganda up to UGX 10 million. Ts&Cs Apply