



AGENT BANKING TARIFF GUIDE

EFFECTIVE 1ST OCTOBER 2025

YOUR DOOR-STEP BANKING



AGENT CODE

PARENT BRANCH

CASH WITHDRAWALS

	Tropical Bank Agent	Other banks' agents
UGX 1 - 60,000	UGX 1,300	UGX 1,300
UGX 60,001 - 250,000	UGX 2,000	UGX 2,000
UGX 250,001 - 500,000	UGX 3,000	UGX 3,000
UGX 500,001 - 1,000,000	UGX 4,000	UGX 4,000
UGX 1,000,001 - 2,500,000	UGX 5,000	UGX 5,000
UGX 2,500,001 - 5,000,000	UGX 6,000	UGX 6,000

CASH DEPOSITS

	Tropical Bank Agent	Other banks' agents
UGX 1 - 60,000	UGX 750	UGX 950
UGX 60,001 - 250,000	UGX 950	UGX 1,250
UGX 250,001 - 500,000	UGX 1,350	UGX 1,859
UGX 500,001 - 1,000,000	UGX 1,750	UGX 2,450
UGX 1,000,001 - 2,500,000	UGX 2,350	UGX 3,350
UGX 2,500,001 - 5,000,000	UGX3,550	UGX 5,150

AGENT BANKING UTILITY PAYMENTS

Balance inquiry	UGX 350
Mini statement	UGX 350
DSTV,GOTV,Startimes	UGX 1,500
NWSC/UEDCL	UGX 1,500
School fees and tuition payments	UGX 2,000
URA and Merchants	UGX 1,500

SERVICES OFFERED

- Cash withdrawals (for Tropical Bank and other bank customers)
- NSSF Payments
- School Fees & Tuition Payments
- Bill Payments
- URA
- KCCA
- Mini Statements
- Balance Inquiry
- Account Opening and Loan initiation
- Cash deposit to Tropical Bank
- Cash deposit to other Banks

PROHIBITED SERVICES

- Provide, render or hold out to be providing or rendering banking service which are not specifically permitted in the Agency agreement
- Operate or carry out a transaction when the system is down or when there is a communication failure in the system or in the customer's absence
- Carry out a transaction when system generated receipt or acknowledgement of the transaction cannot be generated.
- Charge fees directly to customers
- Undertake cheque deposits or withdrawals
- Distribute cheque books
- Distribute debit cards ,credit cards and pin mailers
- Conduct foreign exchange (FOREX) transactions
- Subcontract other persons to carry out agent transactions
- Provide Agent Banking services at a location other than the physical address of the agent
- Be a guarantor to financial institutions clients

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.

To register a complaint, please contact us or visit a branch near you.

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Tropical Bank Limited, company registration number 80010000048597 is regulated by the Bank of Uganda.
Customer deposits are protected by the Deposit Protection Fund of Uganda up to UGX10 million. Terms and Conditions Apply.

