

PUBLIC QUESTIONS & ANSWERS

CHANGE OF BANK LICENCE

1. What is Finance Trust Bank informing the public about?

Finance Trust Bank has received approval from the Bank of Uganda to continue operations under a Tier II Credit Institution licence, effective 1st April 2026.

2. Is Finance Trust Bank closing or stopping operations?

No.

Finance Trust Bank continues to operate normally and remains regulated and supervised by the Bank of Uganda.

3. What banking services continue as normal?

The following services continue as normal and are not affected:

- Savings accounts (UGX and USD)
- Fixed deposits
- Loans
- Trade guarantee facilities
- EFT, RTGS, and bulk payment services
- Branch banking, digital channels, and daily transactions

4. Are customer deposits safe?

Yes.

Customer deposits remain safe and secure under Uganda's financial regulatory framework.

5. What happens to current (cheque) accounts?

- Current (cheque) accounts will be seamlessly transitioned to business-based structured accounts.
- Balances remain unchanged.
- Transaction history remains unchanged.
- Statements and customer records remain unchanged.
- Customers do not need to take any action at this time.

6. What happens to overdrafts?

Existing overdrafts will continue to run to maturity. After maturity, customers will be engaged individually to ensure continued access to appropriate financing solutions.

7. Are loans or guarantees affected?

No.

All loans and trade guarantee facilities are unaffected.

8. Are fixed deposits affected?

No.

All fixed deposits remain secure and will be honoured in line with agreed terms and maturities.

9. Will EFT, RTGS, and salary payments continue?

Yes.

All EFT, RTGS, salary processing, and bulk payment services continue to operate normally without disruption.

10. Do customers need to close accounts or move their money?

No.

Customers are not required to close accounts or move funds.

11. Will branches close or staff change?

No.

Branches remain open, and the Bank continues to operate with its professional staff.

12. Why is Finance Trust Bank making this change?

This is a regulatory alignment approved by the Bank of Uganda, reflecting the Bank's current business focus.

13. Can customers choose alternative arrangements if they wish?

Yes.

Customers who may prefer alternative arrangements will be supported on an individual basis, in line with regulatory guidance.

14. Who can customers contact for more information?

Head of Marketing and Corporate Affairs on 0752 641 813 or toll-free line: 0800 220 500 / 0800 330 500 or WhatsApp 0751 932 900 / 0701 932 901

Visit any Finance Trust Bank branch

Speak to your Relationship Manager

Finance Trust Bank remains committed to providing secure, reliable, and customer-focused banking services.



Putting Women First