

Agent ID:

Parent Branch:

Branch Contact:

Services Available here

- ☐ Cash Deposit
- ☐ Bill Payments
- ☐ Mobile Money Float Purchase
- ☐ Mobile Money Float Liquidation
- ☐ Cash Withdrawal
- ☐ School Fees Payments
- ☐ Agent to Agent Float Purchase

Agent Banking Customer Tariff Guide effective 6th July 2025.

Transaction Type	Band	Max Amount	Transaction Fees
	Min Amount		
Cash Deposit	5,000	50,000,000	FREE
Mobile Money Float Purchase	5,000	20,000,000	FREE
Cash Withdrawal	5,000	60,000	1,400
	60,001	150,000	1,800
	150,001	250,000	2,500
	250,001	350,000	3,000
	350,001	500,000	3,500
	500,001	1,000,000	4,500
	1,000,001	2,500,000	5,500
	2,500,001	10,000,000	10,000
School Fees	500	50,000,000	2,500
URA / Tax Payment	500	60,000	1,500
	60,001	500,000	2,000
	500,001	2500,000	2,500
	2,500,001	4,000,000	3,500
	4,000,001	10,000,000	5,000
	10,000,001	50,000,000	10,000
Bill Payments	500	60,000	1,000
	60,001	150,000	1,500
	150,001	250,000	1,700
	250,001	500,000	2,200
	500,001	1,000,000	2,800
	1,000,001	2,500,000	4,000
	2,500,001	4,000,000	6,000
	4,000,001	6,000,000	9,000
	6,000,001	10,000,000	9,500
	10,000,001	50,000,000	10,000
NSSF Payments	5,000	50,000,000	FREE

dfcu Bank Agent important notes

- All charges are exclusive of 15% Government excise duty.
- The Bank reserves the right to change the tari at any time and will inform you of any changes.
- 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 **dfcu** Agent services please call **0800 222 000**

dfcu Bank 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
- Conduct foreign exchange transactions

Note:

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- The Bank reserves the right to change the tariff at any time and will inform you of any changes.

GOING
FURTHER,
TOGETHER

dfcu Bank is regulated by the Central Bank of Uganda. Customer deposits are protected by the Deposits Protection Fund of Uganda up to UGX 10 million. T&Cs apply.

dfcugroup
dfcu Bank
+256 776 760 760