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Bank of Abyssinia

Frequently Asked Questions (FAQs)

Compiled by

Contact Center Department

November 2019 (updated)

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Part I: Digital Banking

1. ATM

2. What is Habesha card?

ATM cards of Abyssinia are named Habesha Card and they are said to enable customers to withdraw money, receive bank statements, check balance, transfer and receive sent money, pay for services and have money returned after unsuccessful transaction. Habesha Gold, Debit and Prepaid Cards all allow the same minimum withdrawal, 50 Birr. However, there is a difference in the maximum withdrawal that can be made. A customer with Gold can withdraw 15,000 and one with Debit can withdraw 10,000 Birr while it is possible to withdraw 4,000 Birr with Prepaid.

3. What makes BOA card different from other bank?

Within BOA card you can get service wherever you are if you are at the network area where every bank ATM service available. You can withdraw from your account an amount that is better than any bank in the country or which is in equilibrium but not less. For instance, you can withdraw

For debit card

Per transaction-	4,000 Br
Per day-	10,000Br

For gold card

Per transaction-	4,000 Br
Per day-	15,000 Br

Which is better in relation to the bank industry. BOA also different in identifying customer need give automatic answer for his customer need.

4. Does it cost money to apply for Habesha card?

There is no payment in relation to applying but after the process is finished, there are different amounts the branch or bank collect from giving this service as stated below.

Card Banking Services Pricing and Modalities

Bank of Abyssinia has developed three types of plastic cards (Habesha Gold, Habesha Card and Prepaid Habesha Card) to draw/deposit cash and purchase goods and services at its own ATM and POS centers. Proposed fees and Commissions for BOA's Card Banking Services are tabulated below.

Items	Habesha Card	Habesha Gold	Habesha Prepaid
1.Fees			
1. Personalization (Card Creation)	Birr 30	Birr 40	Birr 30
2.Renewal	Birr 30	Birr 40	Birr 40
3.Replacement fee for stolen cards	Birr 40	Birr 50	Birr 40
4.Replacement fee for damaged cards by customer	Birr 40	Birr 50	Birr 40
5.Replacement fee for not apparent default	free	free	free
6.Pin Recalculating fee	Birr 10	Birr 20	Birr 10
7.Pin Change	free	free	free
8.Membership Application fee	free	free	free
9.Card Opposition	Birr 10	Birr 10	Birr 10
10.Validity	5 years	5 years	3years
2.Online Commissions			
1.Commissions on withdrawal from ATM	Minimum 0.50 cents, maximum Birr 8, otherwise 0.25% of the withdrawal amount.	Minimum 0.50 cents, maximum Birr 8, otherwise 0.25% of the withdrawal amount.	Minimum 0.50 cents, maximum Birr 8, otherwise 0.25% of the withdrawal amount.
2.For staff	free	free	free
3.Purchase on POS	free	free	free

4.Information inquiry (balance inquiry, short statement, etc.) on ATM and POS	free	free	free
5.Statement request on ATM and POS	Birr 5	Birr 5	Birr 5
6.Check book request on ATM and POS	free	free	free
7.Card loading			Minimum Birr 10, maximum Birr 20, Otherwise 0.25% of the loaded amount.
8.Card unloading/ redemption			Birr 30

Items	Habesha Card	Habesha Gold	Habesha Prepaid
9.Fund Transfer own account	Free	Free	Free
10.Fund Transfer to other person's account	Birr 5	Birr 5	Birr 5
11.Cash Deposit in ATM	Free	Free	Free
12.Cash Deposit in POS	Free	Free	Free
13.Cash advance on POS in branches	Birr 3	Birr 3	Birr 3
14.Money sent to any customer	Minimum Birr 2, maximum 8, otherwise 0.25% of sent amount	Minimum Birr 2, maximum 8, otherwise 0.25% of sent amount	Minimum Birr 2, maximum 8, otherwise 0.25% of sent amount

5. How can I get the card?

After the customer confirmed with mail message that his /her card and pin is available at the branch or after the customer has a call from the branch he can go to the branch by taking his ID/passport with him and collect his ATM & PIN at any working day & hour until six months since the time he got the call /message from the branch or the text from the BOA digital banking department.

6. Fees & charges for using ATM services

- Our card by our ATM it charges 25 cent per 100 Birr.
- Our card by others bank ATM it charges 50 cent per 100 Birr
- Our Card by other bank ATM during balance enquiry 50 Cents

7. What is the criteria to apply for Habesha cards?

Eligibility to be a customer to the bank by fulfilling the requirement needed to be a customer. For instance, you should have to bring an ID that shows you are an Ethiopian citizen and also you are 18 years old that is a minimum age to be a customer.

A request for debit card or card/PIN reissue or Account Linking/Closing can only be entertained at the Branches where the account is maintained. However, customer can apply for prepaid card at any branches of Bank of Abyssinia

8. What are the documents required?

Before you apply to Habesha card you would have to go to one of BOA branch open an account by bringing documents that confirm your eligibility like

- ID card
- passport
- driver license
- trade license
- tax identification card

By presenting one of these documents, you should open an account to get classic or gold card, for the prepaid card you should only fill a form that is used for opening an account that is connected with your card service by depositing an amount not greater than 25000 br at one time.

9. How long will take to get my card?

After all the process required fulfilled and the contract paper signed at the day only it takes two (2) weeks to be Habesha card user.

10. How do I activate my card?

Upon delivery of the card, customer must be provided with instruction guide on how to use the card on ATMs and should be advised on the important tips of handling the card.

11. How much cash can I withdraw?

Card Type	Channel	EXISTING		Revised	
		One Time Transaction (Maximum)	Daily Limit	One Time Transaction (Maximum)	Daily Limit
GOLD	ATM	Birr 3,000	Birr 15,000	Birr 4,000	Birr 15,000
	POS	Birr 20,000	Birr 20,000	Birr 100,000	Birr 100,000
	EthSwitch	Birr 3,000	Birr 15,000	Birr 4,000	Birr 15,000
CLASSIC	ATM	Birr 3,000	Birr 10,000	Birr 4,000	Birr 10,000
	POS	Birr 15,000	Birr 15,000	Birr 50,000	Birr 50,000
	EthSwitch	Birr 3,000	Birr 10,000	Birr 4,000	Birr 10,000
PREPAID	ATM	Birr 2,000	Birr 4,000	Birr 4,000	Birr 20,000
	POS	Birr 2,000	Birr 10,000	Birr 50,000	Birr 50,000
	EthSwitch	Birr 3,000	Birr 4,000	Birr 4,000	Birr 20,000

12. what is the minimum payment

Fifty (50) br is the minimum payment for ATM

13. How can I raise a dispute

- **Receiving Disputes**

All not-on-us and on-us disputed transactions must be presented to E-Banking Department in no more than 120 days from the date of the original transaction. For all on-us disputes the cardholder should fill and sign the first part of the Transaction Dispute Form and submit either to one of BOA's branch or directly to the Helpdesk / Call Center. Submission to the Helpdesk / Call Center could be through fax.

➤ FOR LOST CARD

For lost or stolen cards the cardholder need to immediately report to the bank either via telephone or presenting himself/herself in person. In all cases the format prepared for this purpose should be filled by the customer subsequently person, other than the cardholder, who finds a lost card, may report to the Department or to his/her nearest branch. Such reports should also be reached to the Helpdesk/Call Center.

➤ FOR REPLACEMENT

If the cardholder requests a replacement card, he/she should fill the Card Replacement Request form, which should be verified and submitted to the Department holding the approval of the branch Manager.

➤ FORGOTTEN PINs

Upon physical issuance of the card, the cardholder should be advised to rehearse his/her PIN and destroy the PIN mailer. In addition, the possibility of changing the PIN at one of the Bank's ATM should be communicated.

In case the customer reports the fact that he forgets the PIN, he should fill the PIN re-issue form and production of the PIN should be accepted against charge. The charge should be collected upon PIN reproduction at the center.

14. how long does it take for dispute to be resolved

All on-us transactions must be investigated and responded to the cardholder in no more than five business days, while all not-on-us disputes must be responded either to the cardholder or the other member in no more than ten business days.

15. will I be informed if my dispute has been resolved

-on us transactions

If final ruling for the cardholder dispute has acceptance same shall be communicated to the Senior Reconciliation & Account Settlement Officer. The Officer shall then

- a. Credit the cardholder's account if the transaction is on-us
- b. Pay the cardholder after getting the cardholder's signature on the Cash Payment Voucher, if the transaction is not-on-us

-not on us

Dispute and Chargeback Handling Officer shall communicate the result of the investigation to the cardholder and Director to Card Banking department. The entire process of investigation and response to the cardholder must not take more than five working days for on-us transactions and ten working days for not-on-us transactions

16. How can I apply an additional card?

Customers can apply for an additional card to be issued for anyone of their close families or friends to be linked to a previously defined account on Select System.

Branches advice the customer to fill the second card application form and verify the completeness and correctness of the entire fields on the application including the customer signature

17. What kind of precautions should I take for my debit card?

- ✓ Do not give your card and/or pin to other person.
- ✓ If you are suspicious other person watch your pin code, change it at the nearby ATM of the bank
- ✓ Don't keep your card and pin together

18. Which card types do BoA ATMs acquire?

Card Types	Card Logon
All Ethiopian local Bank Cards	
Master Card	
VISA card	
Union Pay card	

19. Why transaction could be declined while customers process transactions?

Check on **T24** whether the transaction is declined due to:

- Insufficient fund
- you have exceed your ATM withdrawal limit
- Incorrect Pin
- System side problem

- Do not honor
- Posting restriction
- Block account
- Card not issued

20. Who is illegible to have BOA debit card?

- ✓ Anyone, who have account in any of the BOA Branch.

21. Can I use my debit card in any bank's ATM in Ethiopia?

- ✓ Yes

22. Types of services available by BoA ATM.

- Withdrawal
- Balance inquiry
- Money send
- Account to account transfer

23. What should I do if I forget my pin?

- ✓ You should apply for re-issuance of PIN at any of Bank of Abyssinia Branch and pay only Br.10.00.

24. Request on BOA ATM location and request for working ATM sites.

- Our ATM is located in the most town and cities across the country.
- Assist customers ATM site that are in-service by looking the monitoring tool.

25. While BOA ATM card is captured by other bank ATM Machine.

- The customer may contact the acquirer bank or nearest BOA branch.

26. What should be done if card is lost/ stolen?

- Ask the customer card is BoA Card.
- If the card is BoA card, ask the customer full name and search on Select system then block the card from Select Switch.

27. What should be done in case during the cash withdrawal process using the BOA cardholder on our ATM, cash is not disbursed but the account is debited for the amount?

- It may be reversed automatically if not,
- Request the necessary information from the customer, fill on the dispute management system, and inform the customer to check after three days.

28. What should be done in case during the cash withdrawal process using other Bankcard holder on our ATM, cash is not disbursed but the account is debited?

- It may be reversed automatically if not,
- Inform the customer to contact his bank.

29. What should be done in case during the cash withdrawal process using our Bankcard holder on other Bank ATM, cash is not disbursed but the account is debited?

- It may be reversed automatically if not,
- Request the necessary information from the customer, fill on the dispute management system, and inform the customer to check after 15 days.

30. What should I do if I have tried my PIN with wrong password more than 3times?

- Inform the customer to go near by branch.
- After the nearby branch checked the necessary information about the customer and they will call internal service desk to reset the exceed pin trial but make sure the customer should remember the previous password. (**to be done by internal service desk**)

32. What should I do if my card is retained/Card captured by our Bank ATM?

- ✓ Check the response code on select system and if it has response code 75.
- ✓ Inform the customer you have used wrong PIN NO., the ATM retain your card by the third trial. Your debit card will be returned but you should apply for the issuance of new pin if you cannot remember your pin. However, if you can remember your PIN NO., your previous trial could be rested from select system side and you can use it again.
- ✓ Inform the customer to collect your captured card from nearby BoA branch but you should come with your ID card or legal delegation letter.

33. If I lost my card, can I get a replacement?

- ✓ You can apply at any branch for re-issuance of Card by paying only Br 40.00.

34. I can see my Balance but I couldn't withdraw from ATM?

- ✓ Check the response code using select system and if it has response **code 55** pin is incorrect.
- ✓ Check the response code using select system and if it has response **code 68** inform the customer to try after a while.
- ✓ Check the response code using select system and if it has response **code 96** inform the customer to try after a while.

- ✓ Check the response code using select system and if it has response **code 88** check other customers card on this ATM but if it is specifically for this customer card inform him to try on other ATM but he told you it is the same he need to replace the card. Beside this, if this ATM has response **code of 88** for all customers escalate the incident to Digital Banking Operation technical team.
- ✓ Check the response code using select system and if it has response **code 01** inform the customer your account is inactive so, go to your Branch.
- ✓ Check the response code using select system and if it has response **code 05** ask the customer did you replace your card if so, please use the card that is replaced but if the customer replied I didn't replace my card inform the customer to contact his Branch.

2. Mobile Banking

Q1: How do I get mobile banking service in BOA?

Answer: you need to go the branch where you open your bank account and request the service.

Q2: How much should I pay for registering mobile banking service in BOA?

Answer: There is no charges to register for mobile banking.

Q3: Who can use BOA MB?

Answer: All literate customers who maintain account.

Q4: Is there a limit to the amount I can transfer each day?

Answer: you can transfer 3000 Birr per transaction.

Q5: Can I use MB Service outside Addis Ababa?

Answer: you can use anywhere inside the country where Mobile network is available.

Q6: What can I do with mobile banking?

Answer: you can get many more financial transaction services based on your service request some of them is like,

- View balance
- Fund transfer
- Exchange rate
- Pay beneficiary

Q7: Can I activate my mobile banking service?

Answer: Yes, you need to go the branch to activate your service.

Q8: If I forget my PIN, what can I do?

Answer: go to the branch where you get the service and ask for PIN reset.

Q9: Should I have smart phone to use BOA mobile banking?

Answer: BOA uses USSD plat form for mobile banking and that is functional for all mobiles.

Q10: what is your USSD code to use MB banking?

Answer: you just dial to ***815#** to get starting for **MB**.

Q11: what if *815# not working?

Answer: check if your mobile network is available.

Q12: How many accounts can be linked to MB?

Answer: - it possible to link to all accounts you have but your customer id should be the same (one customer ID) for all accounts.

Q13: What makes MB different from IB?

Answer: mobile banking is accessed through USSD plat form, whereas internet banking is accessed through a browser, typically on a computer.

Q14: Can I transfer from my BOA A/C to another Bank's A/C Using BOA MB?

Answer: not yet.

3. Internet Banking

Q1: where do I get the services for internet banking?

Answer: you should go to BOA branch where your account is opened.

Q2: Can I activate my internet banking?

Answer: You should go to BOA branch where your account is opened.

Q3: How many accounts can be linked to IB?

Answer: - it possible to link to all accounts you have but your customer id should be the same (one customer ID) for all accounts.

Q4: What does BOA internet banking offer?

Answer: here is some of the services provide to you after your registration for internet banking service.

- View Balance
- Transfer from A/C to A/C Within the bank
- Transfer to another bank.
- Get statements /A/C or loan/
- Cheque book request
- Stop cheque

Q5: what equipment (devices) I need to have to access internet banking?

Answer: An Internet enabled devices such as computer laptop, palm top mobile etc.

Q6: I forget my password what shall I do?

Answer: inform the branch where you get the service so that they will request to the administrator for your password reset and your password is provided to you through your Gmail account once it is done.

Q7: Is there a limit to the amount I can transfer each day?

Answer: There is no limit so far except for the corporate customers, which will be set according to their preference.

Q8: Who can use BOA IB?

Answer: All literate customers who maintain account.

Q9: what is the web address (URL) for your IB?

Answer: boaib.bankofabyssinia.com

Q10: I am not able to connect to BOA IB.

Answer: make sure that you are connected to internet and you type the correct address (URL).

Q11: Can I transfer from my BOA A/C to another Bank's A/C Using BOA MB?

Answer: not yet.

Q12: I forget my password what shall I do?

Answer: If your user login account is locked, you can reset it by clicking the "I forgot My Password" link in the main page of the screen but if the account is locked after 3 or more attempts you should go to your branch where you opened the account.

Q13: I forget my password what shall I do?

Answer:

Option1: Customers' themselves can reset their password, If their account is not locked (in locked cases, they need to go to near branch first). There is an option to ask the customer to insert their login and Secret question in the login page and once the customers provided this information, a new password will be sent to their e-mail.

Option2: Need to go to near branch to request the service (Password Reset)

4. POS terminal

1. What is POS?

'Point of Sale Terminal (POS)' is a machine which allows the deduction from the Bank account of the cardholder using network connection in order to settle payments for Merchants.

2. What makes BOA POS different from other bank?

Within BOA card you can get service where ever you are if you are at the network area where every merchants POS service available. you can Debit from your account an amount that is better than any bank in the country or which is equilibrium not less for instance you can withdraw

For debit card

Per transaction- unlimited

Per day- 50000 birr

For gold card

Per transaction- unlimited

Per day- 100000 birr

For prepaid card

Per transaction- unlimited

Per day- 50000 birr

3. What are the documents needed to become POS agent?

a. Basic POS operational required document

The following list of legal documents that must be provided along with the agreement based on the merchant's business type if not maintained by the branch earlier. Any exceptional document must be handled in close consultation with the legal department.

Business type	Document required
---------------	-------------------

Sole proprietor	<ul style="list-style-type: none"> ✓ Duly renewed trade license ✓ Registration certificate ✓ Agency if any
Partnership (general partnership and private limited companies)	<ul style="list-style-type: none"> ❖ Renewed trade license ❖ Registration certificate ❖ Article of association ❖ Memorandum of association ❖ Agency if any ❖ Amendment minutes if any
Government agencies	<ul style="list-style-type: none"> ➢ Establishment proclamation ➢ General manager assignment letter ➢ Agency if any
Share company	<ul style="list-style-type: none"> ▪ Renewed trade license ▪ Registration certificate ▪ Article of association ▪ Memorandum of association ▪ Agency if any ▪ Amendment minutes if any

b. Branches shall also send copy of duly filled, signed and approved terminal configuration request form& merchant application form and merchant contract to Card Banking Department

4. How long will it take to complete the process?

-It takes one up to two days if the POS present

5. How do I activate Merchants POS machine?

Merchants POS Activation tasks

- The Digital Banking officer will arrange a visit in a regular basis and visit merchant by giving priority for the top performing merchants in collaboration with branches.
- Activation report has to be filled at the time of activation.
- Identify merchants in need of refresher training during the visit time and arrange a refresher training program in a timely manner.

- Check the availability of promotional stickers at the time of visit
- Follow-up cases that is identified in need of continuous follow-up through telephone or revisit by reviewing the activation report and involve the respective branches
- Present cases that need higher decision for the concerned body.
- Deliver report on a daily basis for Manager Digital Banking officer with full responsibility and if there is any change on the agent record update the record on our agent Main Data Base.
- Handle each and every merchant call for support

6. Do you have a support office that operates 24/7 hours?

-Yes

7. How much Transaction can I use in BOA Card?

a. Per transaction?

Unlimited Transaction

b. Per day?

Based on Card Type

No	card type	amount
1	Gold	100,000
2	classic	50,000
3	prepaid	50,000

8. How much Transaction can use in Master Card, visa Card & Union pay Card per transaction and per day?

-No Limits Transaction

9. Do you have use America Xpress in BOA POS Machine?

This service only available at Dashen bank because of some regulation issue that stated between Dashen and American Xpress.

10. How long it takes to credit on our account after the transaction?

- 24 up to 48 (24-48) hours.

11. How can I use dollar service?

- By using retention account service

12. What is retention account?

Retention Account: -means an interest bearing Dollar account of the Borrowers opened or (as the context may require) to be opened jointly by the Borrowers with the Account Bank and includes any sub-accounts thereof and any other account designated in writing by the Agent to be a Retention Account for the purposes of this Agreement.

Definitions

For the purpose of these Directives, unless the context requires otherwise:-

- "Forex Retention account" shall mean a foreign currency account maintained by eligible exporters in accordance with the provision of these Directives;
- "Eligible Exporter" shall mean an exporter that has fully settled her/his foreign exchange commitments with the National Bank of Ethiopia.

13. What is the formality required to open retention account?

Opening of Forex Retention Account

1. The National Bank of Ethiopia shall grant a written permit to an eligible exporter to open forex retention accounts in local banks. By copy of same permit local banks also shall be advised to open a forex retention account to the bearer of the permit.
2. List of exporters with no foreign exchange commitments shall be sent by the National Bank to all local banks on quarterly basis.

14. What is a batch?

A group of approved credit card transactions usually accumulated during one business day. This is also referred to as a settlement.

15. What is a declined transaction?

This indicates that the issuer does not approve the transaction. Please do not continue with the transaction or attempt to force through/run again. Instead, request an alternative method of payment.

16. What is an authorization code?

An authorization code is the response code direct from the issuing bank returned to the merchant at the time of authorization/sale. This code is usually a 6 or 7 digit number and is recorded either by the point of sale terminal or software, as well as printed on any receipt or sales draft.

If doing a phone or voice authorization, the merchant should record the authorization code for reference. The code serves as proof of authorization.

17. What can I do if the POS terminal says problem reception/transaction refused?

First, identify the existing POS terminal connectivity. I.e. whether the POS connectivity is TCP-IP or GPRS enabled one.

- Check the GPRS status at the left side or check the TCP-IP status at the right side of the POS terminal screen:
 - If the connectivity is TCP-IP check the light of the topographies in front of the battery sign whether it is white, red or green?
 - If the connectivity is GPRS, check the network status i.e. both red, yellow and green light are full
 - If the POS terminal is GPRS enabled one, guide the merchant or branch to restart the POS as below:
 - ✓ Make them to press the yellow button and the dot symbol (.the dot

symbol that found above the green button) simultaneously, and release it if the proper screen could not be displayed press the green key, then the POS terminal will restart and it will get better connection.

- ✓ If the POS display GPRS (3g) with full network status with the above-mentioned three colors, it is ready for transaction.

Note: if the PoS terminal connection problem continue, communicate Digital Banking Operation technical team.

19.What is a chargeback?

A challenge to a transaction initiated by the issuer or cardholder that is returned to the acquirer for resolution.

20.What is a retrieval Request?

A request by the issuer to the acquirer for a copy of the original sales ticket.

When will I be notified of a chargeback and when are funds removed from my checking account?

The Chargeback Processing Center will mail a chargeback notification when the debit is transmitted to your bank. It can take 2-3 business days for this debit to reach your bank account. Typically, you will receive notification at the same time your checking account is debited if not using an Online IMS Service. To ensure you receive the most time possible to respond to your case, ensure that your mailing address is up to date on your account.

22. What is arbitration?

Arbitration occurs when a disputed transaction cannot be settled through the chargeback process. The deciding body is the relevant card association. The merchant covers the cost for all fees, penalties and the transaction value where the case is not successfully defended.

23. What is Issuer not operative?

The card issuer (your customer's bank) could not be contacted, or did not respond in time. The credit card transaction has not been processed.

You can retry the transaction after waiting for 15 minutes.

24. What is Do Not Honor?

Do not Honor (05) is the most common and general message for card transactions that are declined by the Bank. It indicates that the issuing Bank will not validate the transaction. It is caused by many factors such as mistyping, insufficient funds, etc. To resolve this, customer needs to contact the Issuing Bank and tell what had happened. Once the problem is solved, customer should be able to transact.

25. What is reversal? Is it reversed?

If your accountant wants you to maintain a strict record of all your accounting entries, you should reverse a transaction rather than change or delete it.

A reversal transaction is a new transaction that replicates the original transaction, but with debit amounts shown as credit amounts and vice versa. After posting a reversal transaction, you have two transactions (the original and the reversal), but the account balances appear as if the original transaction was never posted.

A reversal transaction is automatically posted to the same account for the same amount as the original transaction. You cannot change the amount or account of a reversal transaction.

26. What is Refund? How to refund?

When you need to return funds to a customer, there are a few different options:

- Refund: Transfers settled funds from your merchant account to the customer's account
- Void: Cancels the transfer of funds from the customer to you before the transaction settles

A refunded transaction goes through the typical settlement process. As soon as the refund settles, the funds are sent back to the customer's bank account. The customer's bank may

take a couple of days to deposit these funds, so it is normal for your customer to experience a small delay.

27. What is partial Refund? How to make a partial refund?

A partial refund is just that, Seller refunds part of your payment, giving you a discount and you get to keep the item & leave feedback.

28. What is Restart? How to Restart when the POS machine stack?

To RESTART the terminal, press the “YELLOW” and the “DOT” buttons at the same time for 2 seconds. Please, leave the terminal ON at all times as it will go to SLEEP when not in use. Green symbol: The terminal is connected to a network. Battery status appears in the top right hand corner of the terminal display.

29 . What is a report?

The Transactions Report allows you to view register transaction data, download receipts, get detailed info about transactions and export data to a spreadsheet.

30. How can I process manual transaction (Manual Card Entry)?

- Manual Card entry (card not present transaction): If the merchant wants to have a manual card entry facility, advise the merchant to go to his/her respective branch and sign an addendum agreement for manual card entry.
N.B: If the merchant wants to use this service, there is additional agreement that will be processed with Merchant & Branch.

31. How can I Switch ON/OFF the POS terminal?

- You can switch on the terminal by pressing the enter key (the green button on the keypad)
- To switch off the terminal the POS must be lift off (picked) from the base & press the

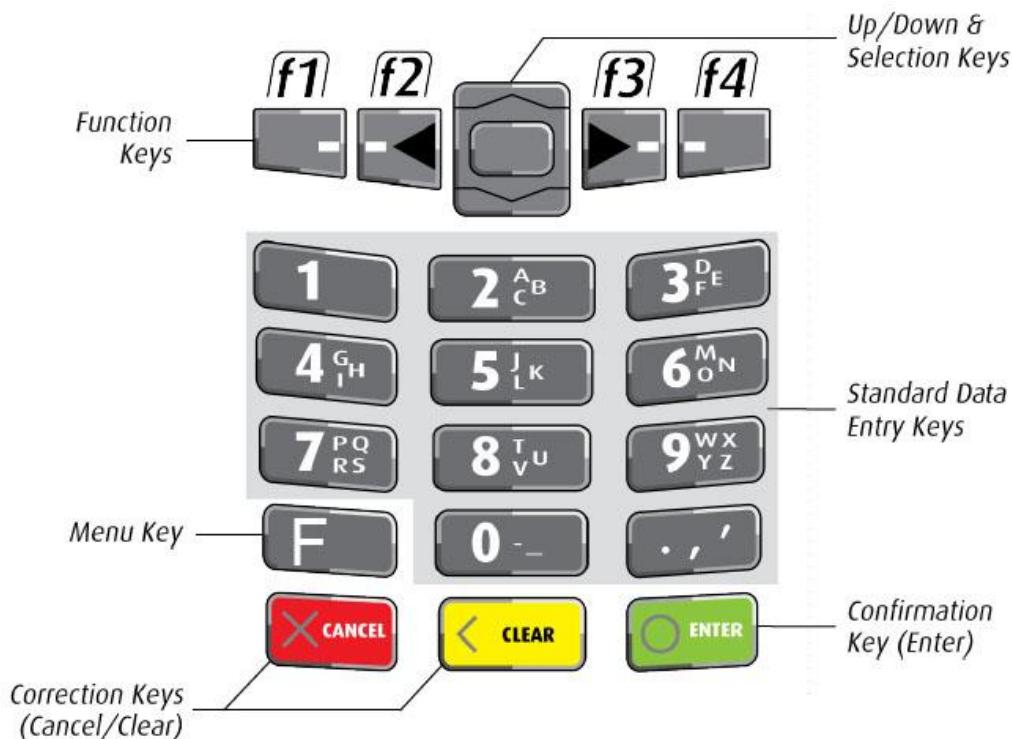
dot (.) & yellow button at the same time on the key pad.

- If the battery is empty and the terminal in use is removed from its base, the terminal automatically shuts off.

32. The terminal does not turn on

- Check the battery (is it discharged?, is it connected?)
A fully discharged battery can take long charging time to recover
- Connect the POS to the base & charge the terminal

33. POS terminal Keypad layout & function



34. How can I solve card reading problem?

The problem may be related to card positioning you can solve the problem on the following ways on the terminal.

Chip reader: insert the card horizontally with the metal chip facing upward and leave in position throughout the transaction

Magnetic Stripe: the card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card reading.

35. Why Cards are not read?

- Make sure you have inserted correctly the smart card into the smart card reader and

removed the card only after the transaction is performed.

- If the chip is not read, use magnetic stripe and swipe the card correctly with constant and rapid movement.

36. How can I handling transaction decline message and identify its respective response code?

- Transaction declined may be arise due to many factors. The reason for the decline of the transaction is might be not having permission from the cardholder bank to charge the card due to different reasons or our switch side problem. Contact Bank of Abyssinia technical team for detail information on the response code.

Response Codes

- 00 Approved or completed successfully.
- 01 Account Inactive
- 03 Invalid Merchant.
- 05 Do Not Honor
- 13 Invalid Amount
- 33 Expired Card
- 34 Suspected Fraud
- 38 Retry Pin Error Exceeded
- 43 Stolen Card, Pick Up
- 51 No Sufficient funds
- 54 Expired Card
- 55 Incorrect PIN
- 57 Transaction Not Permitted to Cardholder
- 58 Transaction Not Permitted to Terminal
- 63 Security Violation, Cryptographic error
- 65 Exceeds Withdrawal Counter Limit
- 68 Response too late
- 75 Allowable PIN Tries exceeded
- 81 PIN Cryptographic error found
- 87 Request Cryptogram Failure
- 88 Fallback Decline
- 91 Issuer Or Switch Inoperative

- 96 System Malfunction

37. How can I print the customer additional copies of the receipt from the terminal?

Receipt copies usually needed when they are lost or when the transaction is processed with improperly inserted rolling paper or during power problem at the middle of the process. Thus, try to get copies of the receipt using the following steps.

- Press the UP/DOWN arrow
- Select “RECEIPT REPRINT” press “green” button.
- Insert invoice number if the receipt is not the last receipt and press “green” button.
- Two copies of receipts will be printed

Note that: - Receipt can only be reprinted before processing the end of day report or settlement.

38. What can I do if the POS terminal says problem reception/transaction refused?

First, identify the existing POS terminal connectivity. I.e. whether the POS connectivity is TCP-IP or GPRS enabled one.

- Check the GPRS status at the left side or check the TCP-IP status at the right side of the POS terminal screen:
 - If the connectivity is TCP-IP check the light of the topographies in front of the battery sign whether it is white, red or green?
 - If the connectivity is GPRS, check the network status i.e. both red, yellow and green light are full
 - If the POS terminal is GPRS enabled one, guide the merchant or branch to restart the POS as below:
 - ✓ Make them to press the yellow button and the dot symbol (.the dot symbol that found above the green button) simultaneously, and release it if the proper screen could not be displayed press the green key, then the POS terminal will restart and it will get better connection.
 - ✓ If the POS display GPRS (3g) with full network status with the above-mentioned three colors, it is ready for transaction.

Note: if the PoS terminal connection problem continue, communicate Digital Banking

Operation technical team.

39. What should I do if my POS terminal fails to display a mobile network name on the screen, even though the provided SIM inserted correctly?

- The terminal requires a good mobile network signal in order to operate, if you are in area that mobile phones do not operate then the terminal will, also, not operate. You should move to an area of good mobile network signal.
- If the terminals in an area of good mobile network signal, you should try to turn the terminal off, leave for about 30 seconds and turn the terminal back on. If the problem persists, contact Digital Banking Operation technical team.

40. What does '*unauthorized*', or '*Alert Interruption*' message in red colors on the POS window mean?

- If the terminal has the above message on its screen, the terminal is damaged and has to be returned to the BOA Digital Banking Operation technical team. This usually happens when the terminal is failed and improperly handled.

41. What if the screen changed to blue color and display A98 1045-064?

- it is a sign of low battery, so that it need to be charged

42. The Display on the POS terminal is very faint (or very dark), can I adjust the contrast of the screen?

Yes, to adjust the contrast & back light press the Function key marked with F letter from the terminal key pad & then follow the following steps:

0-TELIUM MANAGER

1-ABYSSINIA APP

2-EMV TOOL

Go to **TELIUM MANAGER→INITIALIZATION→HARDWARE→DISPLAY→Backlight (for Brightness)/Backlight Duration to adjust the time**

Using the UP & DOWN arrow adjust the brightness & backlight based on your need.

43. When does the battery need to be charged?

When used daily, the terminal recharges its batteries each time it is placed on its base. Charging is automatic.

44. How does the battery need to be charged?

The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)

The optimal conditions are as follows:

- Charging away from any external heat source (sun, enclosed area, heater etc.)
- The optimal temperature is between +15 & +25 degrees Celsius
- 50% capacity in 1.5hr; full capacity in 4 hours.

Note that this may varies on the operation of the POS.

45. Transaction ticket is not printed, what is the problem & how can I solve it?

- Check the presence and proper positioning of the paper roll.
- Check the type of paper used (thermal paper must be used which is the back side Abyssinia Bank logon and phone numbered printed)

46. Why the ticket is printed slower than usually printed?

- This is because of terminal is not charged enough to be used so you can place the POS terminal on the cradle (base of the POS terminal) to charge the battery.

47. Which card types are used on the POS terminal to process transaction?

Card Types	Card Logon
Bank of Abyssinia Card	
Master Card	
VISA card	
Union Pay card	

48. What types of services available by POS?

- Purchase/Sale
- Cash Advance
- Pre-Authorization/Completion
- Refund/Reversal
- Balance Inquiry
- Settlement
- Manual Entry
- Void

49. What are the limit of transaction set for various cards on using BOA POS terminals?

- Habesha Gold, Debit and Prepaid Cards are all having the same minimum withdrawal level of 50 Br and a maximum of 15,000 Br for Gold, 10,000 Br for Debit and 4,000 Br for Prepaid. The same three types of ATM cards can be used at the PoS machines, with a maximum daily transaction of 20,000 Br for Gold, 15,000 Br for Debit and 10,000 Br for Prepaid Cards.

50. What does it mean when the terminal displays PIN TRIES EXCEEDED?

- ✓ The card has been locked after too many failed PIN entry attempts. The customer should contact their card issuer to change their PIN, or if they know it, they can unlock it at any ATM.

51. What is problem on “Transaction not accepted” error message?

- ✓ The card presented is not configured for the selected transaction type, you should ask for another means of payment.

52. How can I manage request related with transaction refund?

- ✓ Press Refund
- ✓ Prompt the customer to Insert or Swipe their card.
- ✓ Enter the amount to be refunded.
- ✓ Prompt the customer to type in their PIN and press Enter.
- ✓ Enter the RRN number from the receipt already printed out.
- ✓ Continue to follow the prompts on the POS interface.

53. What is the error message “INVALID CARD” at the time of the transaction?

- The card presented is of a type that is not supported, or is damaged and could not be

read, you should ask for another means of payment.

54. What is the error message “Operation not Permitted to Cardholder” at the time of the transaction?

- The selected operation has been disabled, is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.

55. What is the error message “INVALID TRANSACTION” at the time of the transaction?

- The selected transaction type (e.g. Cashback) may not be active on your merchant account; you should contact your acquirer.

5. EnQu pay

Q1. What is EnQu Pay?

Answer: EnQu Pay is a mobile financial service (MFS) product that gives various services like:

- ✓ Fund Transfer,
- ✓ Load Money,
- ✓ Bank Transfer,
- ✓ Mobile Top-up,
- ✓ Merchant Payment
- ✓ and so on.

Both banked and unbanked customers could be EnQu Pay user. To get the service both banked and unbanked customers should have mobile SIM.

Q2. How to Load money to EnQu Pay wallet?

Answer: Banked customers could load money from their main account, but before that they should link their account with EnQu Pay wallet account. Unbanked customers should go to branch or BoA Agents.

Q3. How to Use EnQu Pay?

Answer: EnQu Pay has two user platform Web access and Mobile Application. To use the web platform use this website URL www.abyssiniapayqwik.com. To use mobile platform download Android Version app from google play store.

Q4. How to Register at EnQu Pay?

Answer: There are two options to be a member of EnQu Pay. The former is use the web or mobile application and register yourself. The second option is go to near branch or BoA agent and register by them.

Q5. How can I recharge any prepaid mobile number via Abyssinia Payqwik (Fig. 1 & 2)

- Click “Mobile Top-up”

- Enter Mobile number and amount
- Click on "Pay" button and Confirm the recharge

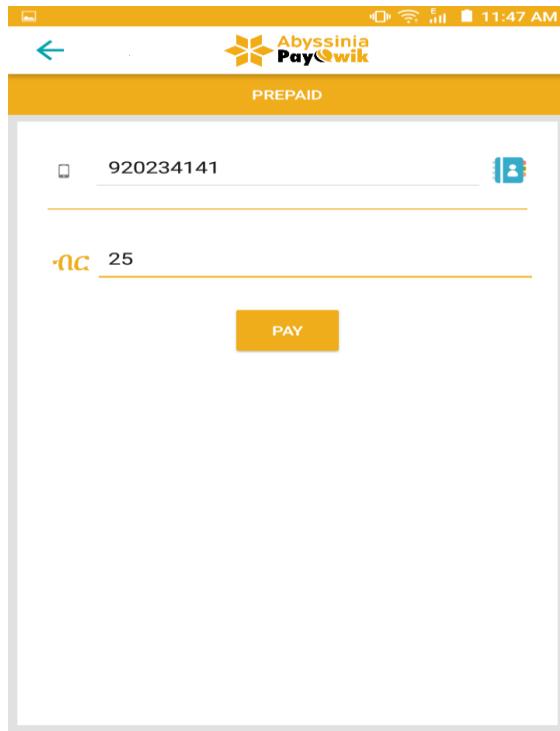


Figure 1: Mobile Top-up

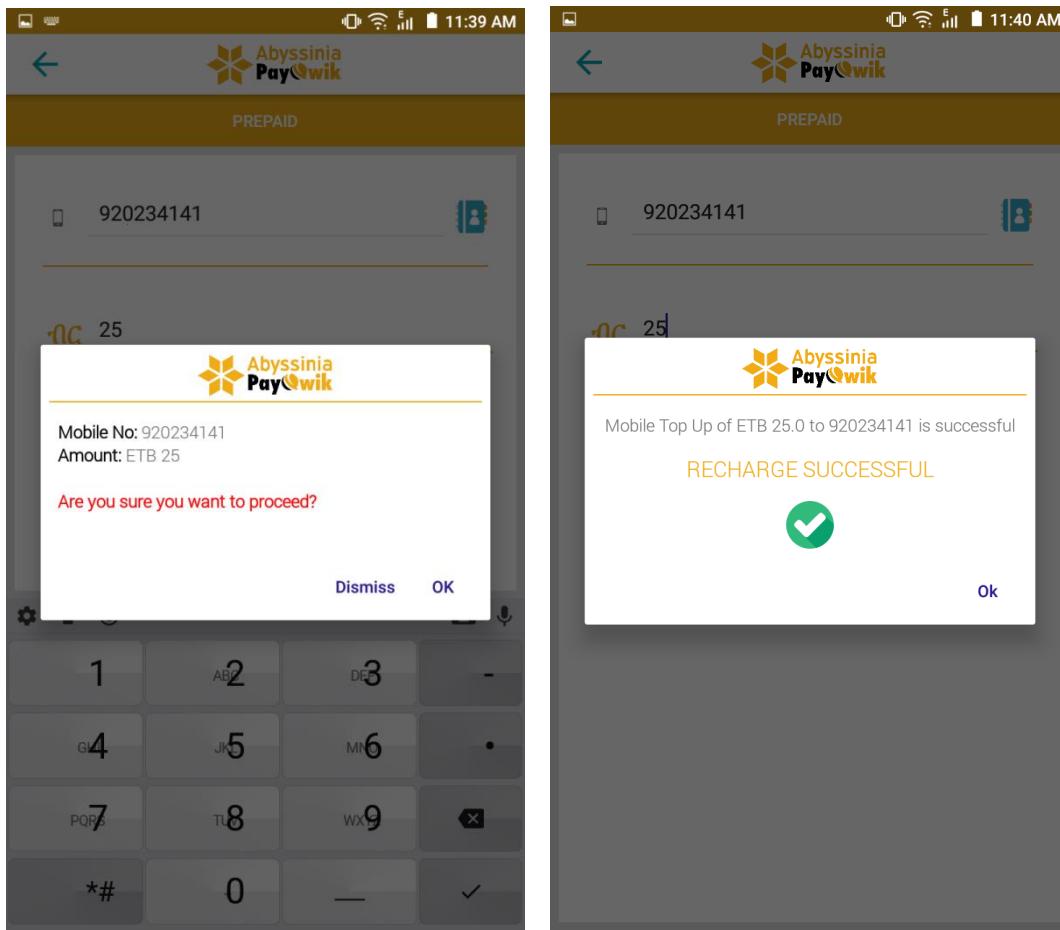


Figure 2: Mobile Top-up successful

Q6. How to Pay DsTV Bill. (See Figure 3 and 4)

- Click on Pay Bills
- Select package and enter appropriate fields on the bill payment page.
- Click on "Pay"

The figure consists of two side-by-side screenshots of a mobile application. Both screens have a yellow header bar with the 'Abyssinia Paywik' logo and a back arrow icon.

Screenshot 1 (Left): The title is 'DSTV payment'. It contains three text input fields: 'Enter Smartcard Number:' (with placeholder 'Please enter Smart Card Number'), 'Enter name' (placeholder 'Enter name'), and 'Enter mobile number' (placeholder 'Enter mobile number'). Below these is a dropdown menu labeled 'Select DSTV Package' with a downward arrow. At the bottom is a large orange button labeled 'Pay'.

Screenshot 2 (Right): The title is 'DSTV payment'. The first two fields ('Smartcard Number' and 'Name') are filled with '1234567899' and 'Abebe Kebed' respectively. The third field ('Mobile Number') has '900000001' entered. A dropdown menu titled 'Select DSTV Package' is open, listing various package options with their prices:

- BOX \$3.40
- PREMIUM \$80
- COMPACT PLUS \$54
- COMPACT \$33
- COMPACT \$40
- Test Packages \$50
- Mini package \$19
- Other \$

Figure 3: DsTV Bill Payment

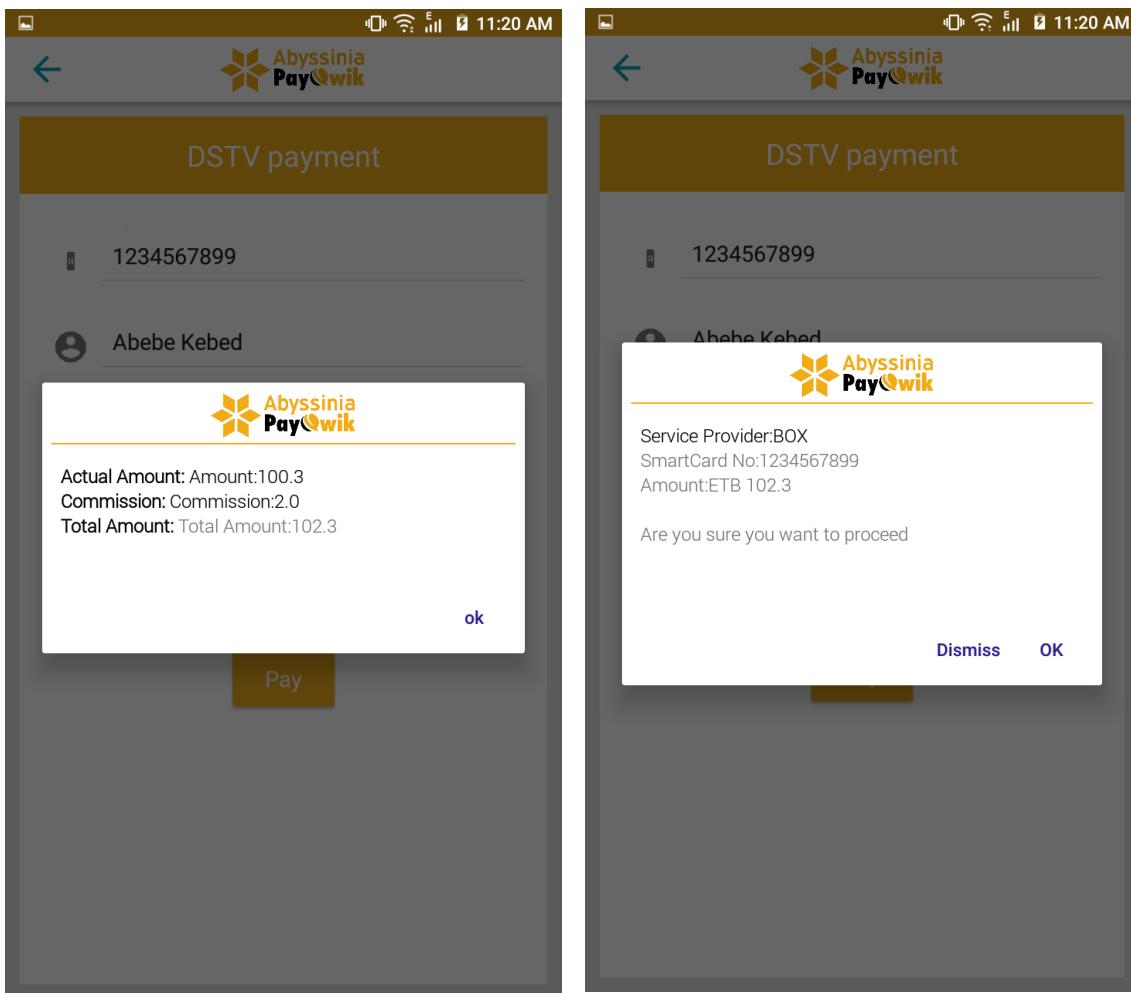


Figure 4: DsTV Bill Payment Confirmation

Q7. How to Download Abyssinia Payqwik from Google Play store?

- Open Play store app and search “Abyssinia Payqwikk/EnQu pay” on the search bar. Then install Abyssinia Payquick/ EnQu pay Application.

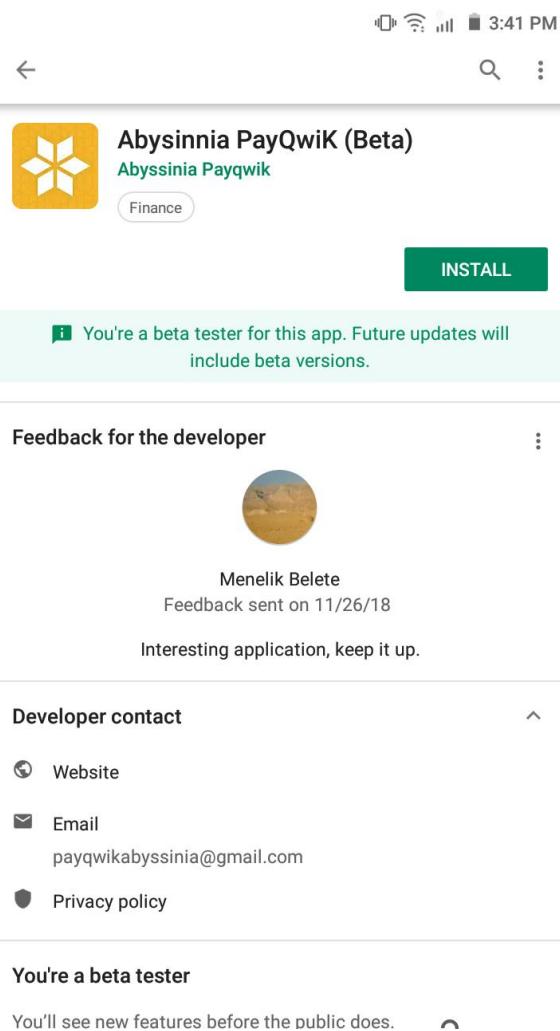
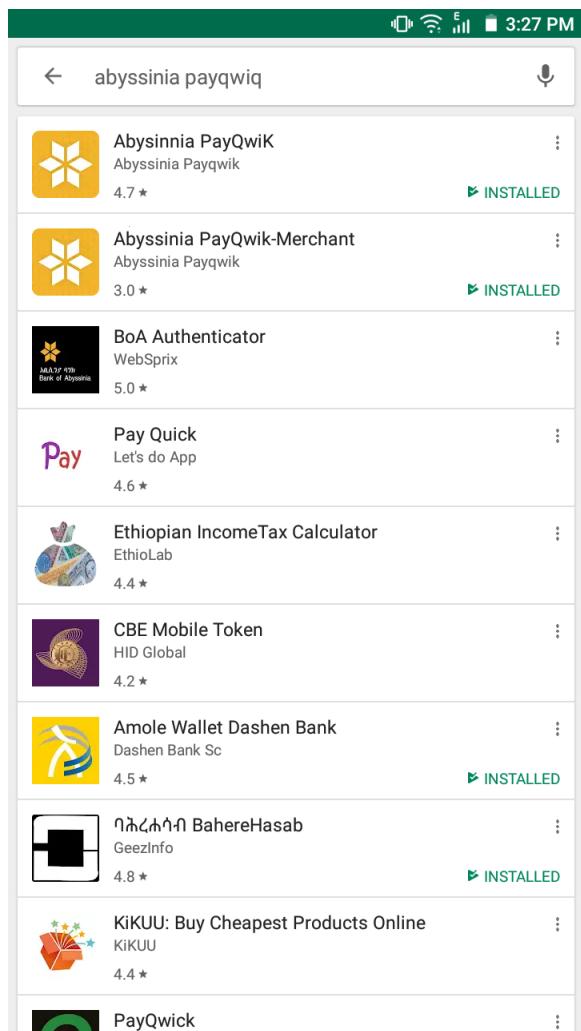


Figure 5: Download Abyssinia Payqwik from Google Playsore

Q8. How to register EnQu pay using your own Mobile?

- Turn on the internet access (Using Wifi or Mobile Data) then Open the application

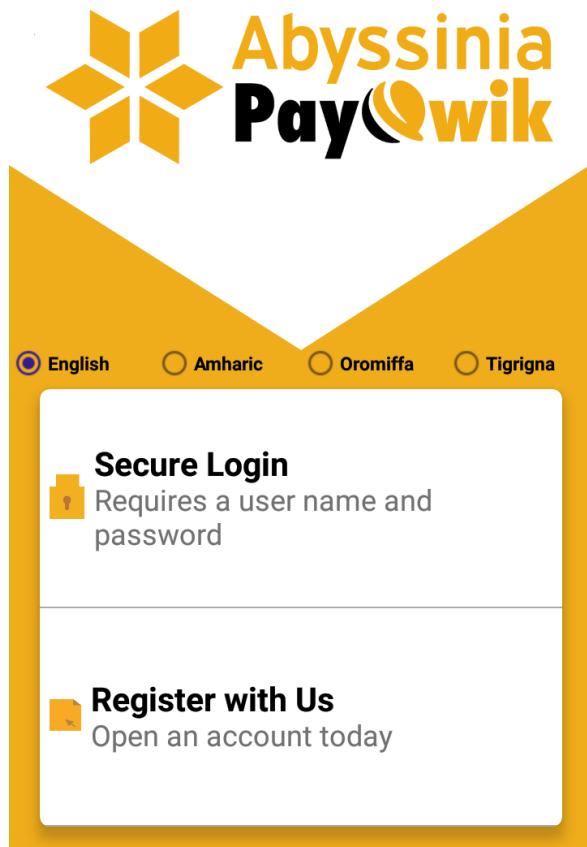


Figure 6: Abyssinia Payqwik First Page

- Click on Register with Us

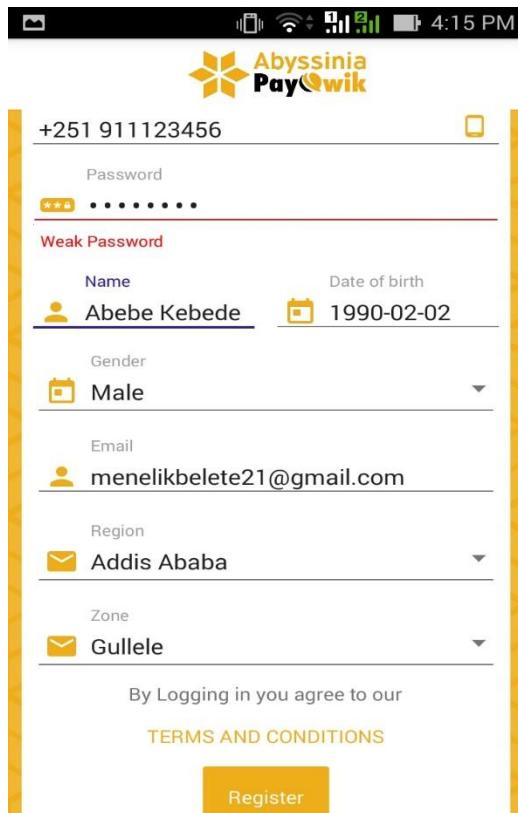


Figure 7: Abyssinia Payqwik Registration

- Fill all fields properly. Click on “TERMS AND CONDITION” to read terms and conditions of Abyssinia Payqwik. Then click on the “Register” Button.
- After click on “Register” Button 6 digit One Time Password (OTP) has been sent to the user thorough email and SMS. If it take a time just click on “VERFIY OTP MANUALLY”

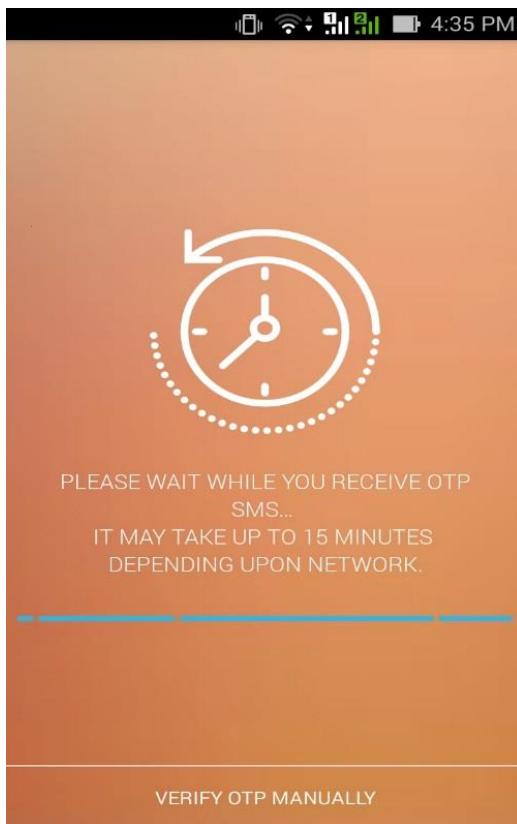


Figure 8: Abyssinia Payqwik Registration Process (OTP) Sending

- Insert the OTP and Click on "VERFIY" Button

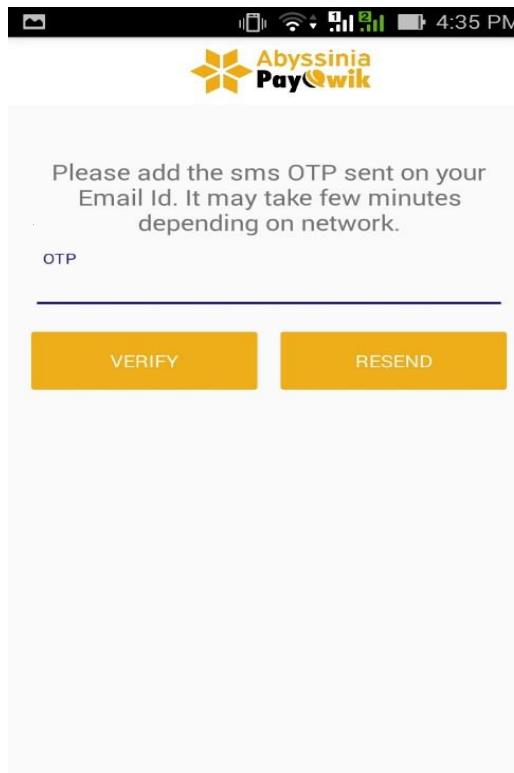


Figure 9: Abyssinia Payqwik Registration Process (OTP) Verification

- Then the user has been verified his/ her mobile wallet became active click on "OK"

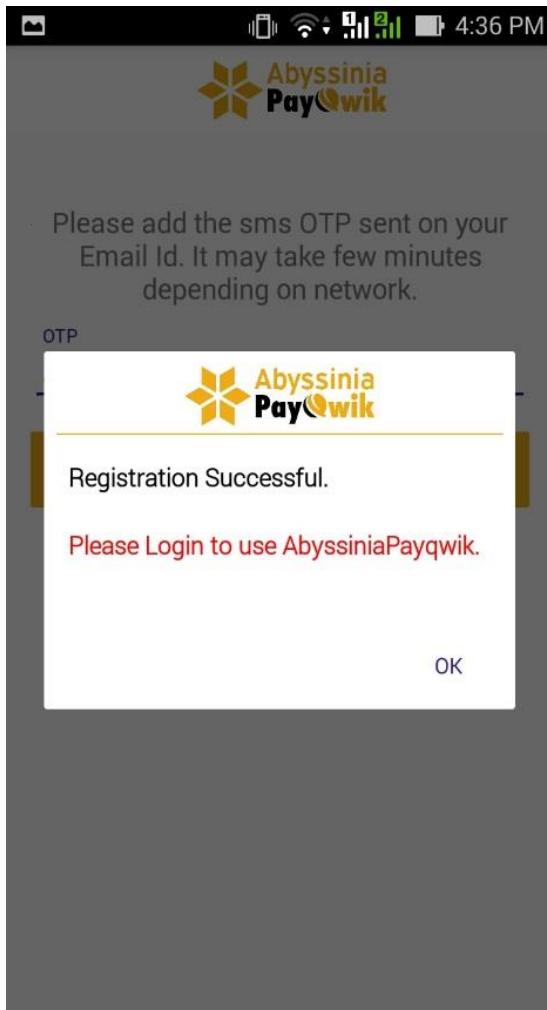


Figure 10: Abyssinia Payqwik Registration Successful Notification

Q9. How to Login to Abyssinia Payqwik/EnQu pay?

- First open the application and click on “Secure Login” then enter mobile number excluding 0 like 911123456 and Password the click on “Login” Button

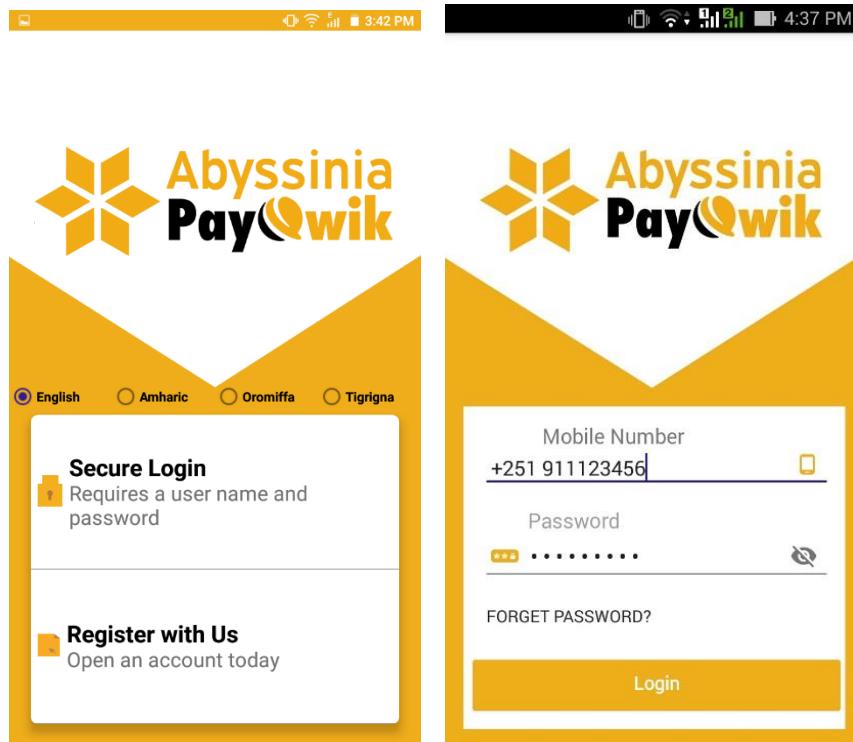


Figure 11: Abyssinia Payqwik Login

- For first time login you should enter Security question that help you when you forgot your password. Click on "OK". (Figure 12 & Figure 13)
- Select any Security Question and enter the Answer.
- Click on "Submit"

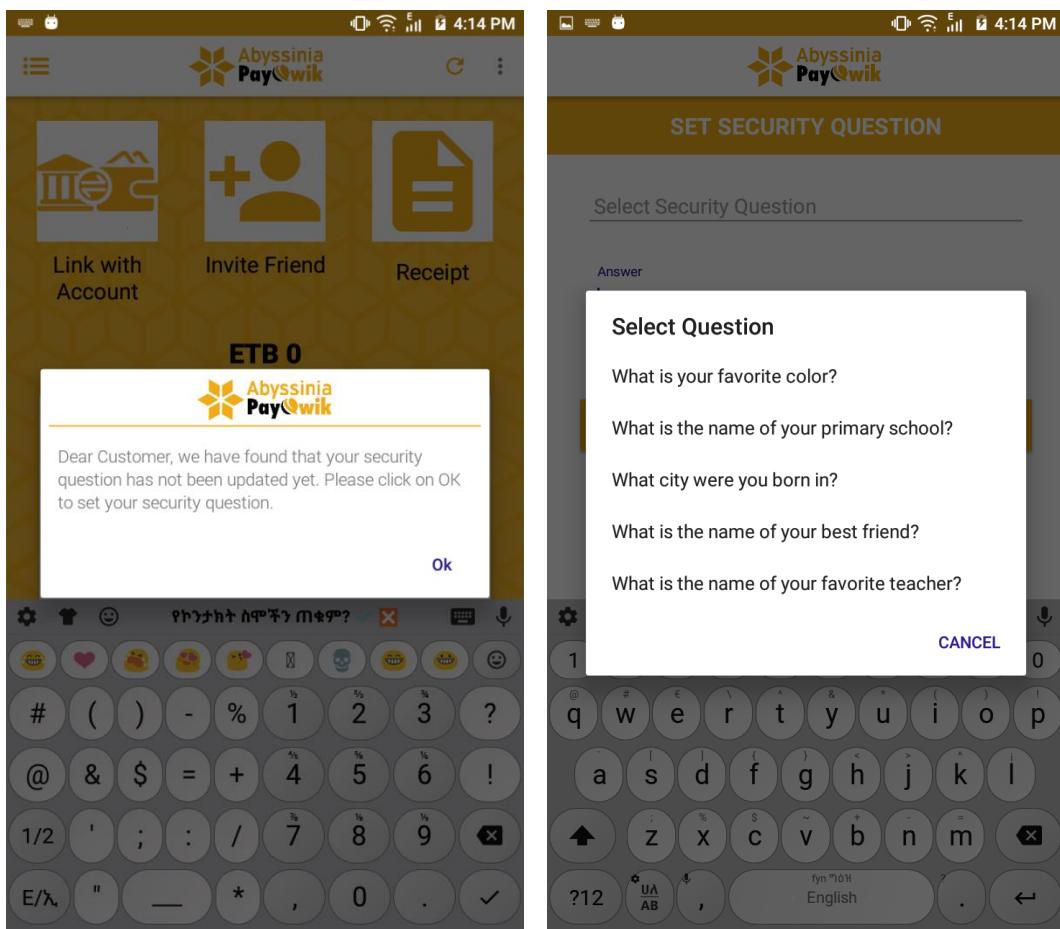


Figure 12: Abyssinia Payqwik Security Question Setting



SET SECURITY QUESTION

Select Security Question

What is the name of your best friend?

Answer

abebe

Submit



Figure 13: Abyssinia PayQwik Security Question Settings

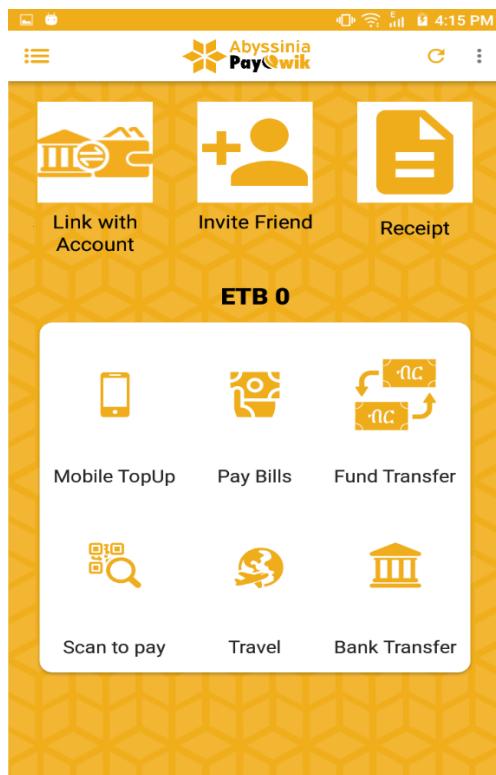


Figure 14: Abyssinia Payqwik first login home page

Q10. How to Link with Core Banking (CBS) Account?

The user can Link his/her Bank Account number with his/her wallet account

- Click on "Link With Account"
- Enter your account and click on submit.
- OTP send via your mobile number and email (optional)
- Enter the OTP and click on "Verify"

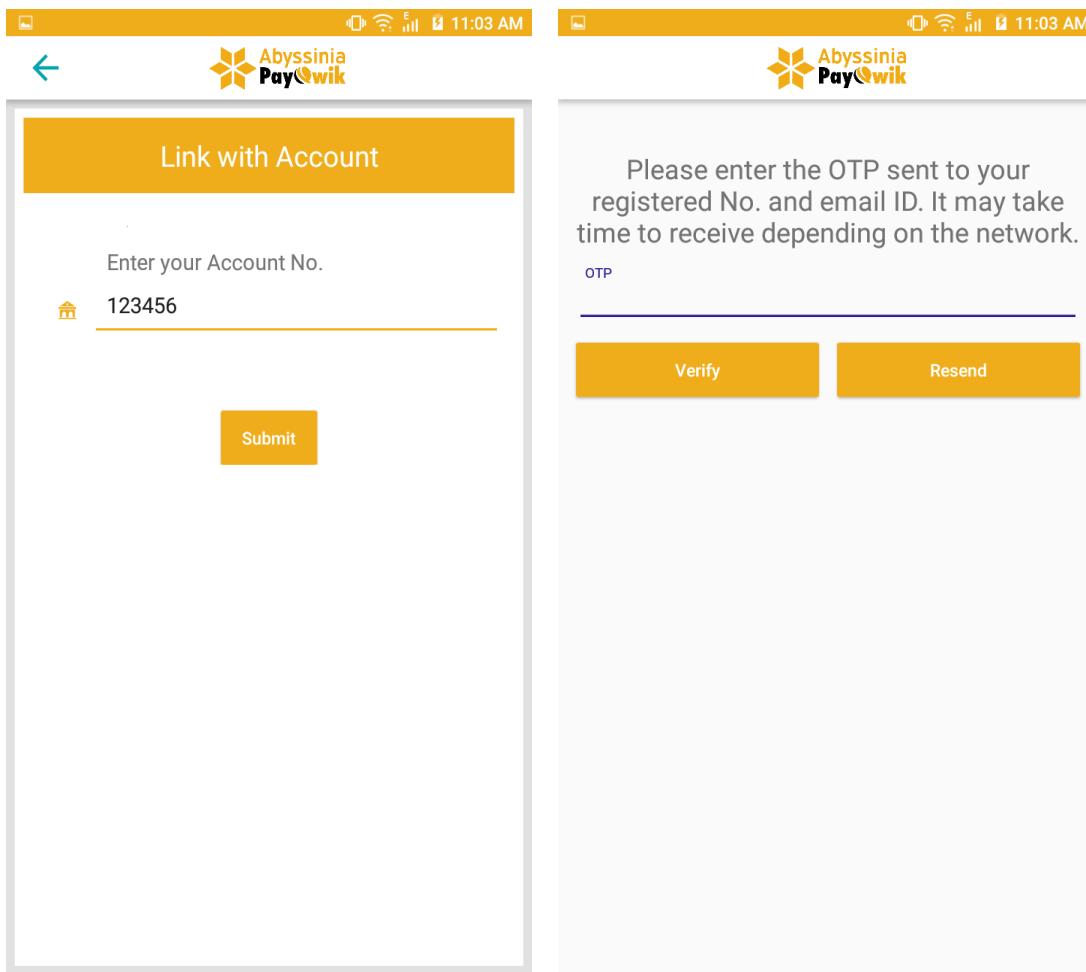


Figure 15: Bank account link with Abyssinia Payqwik wallet account

Q11. How to load money from Core Banking Account?

After you have linked your account “Link with Account” change to “Load Money” (see Figure 16 and 17)

- Click on “Load Money”
- Enter your account that you have linked
- OTP send via your mobile and email
- Enter the OTP and click on “Verify”

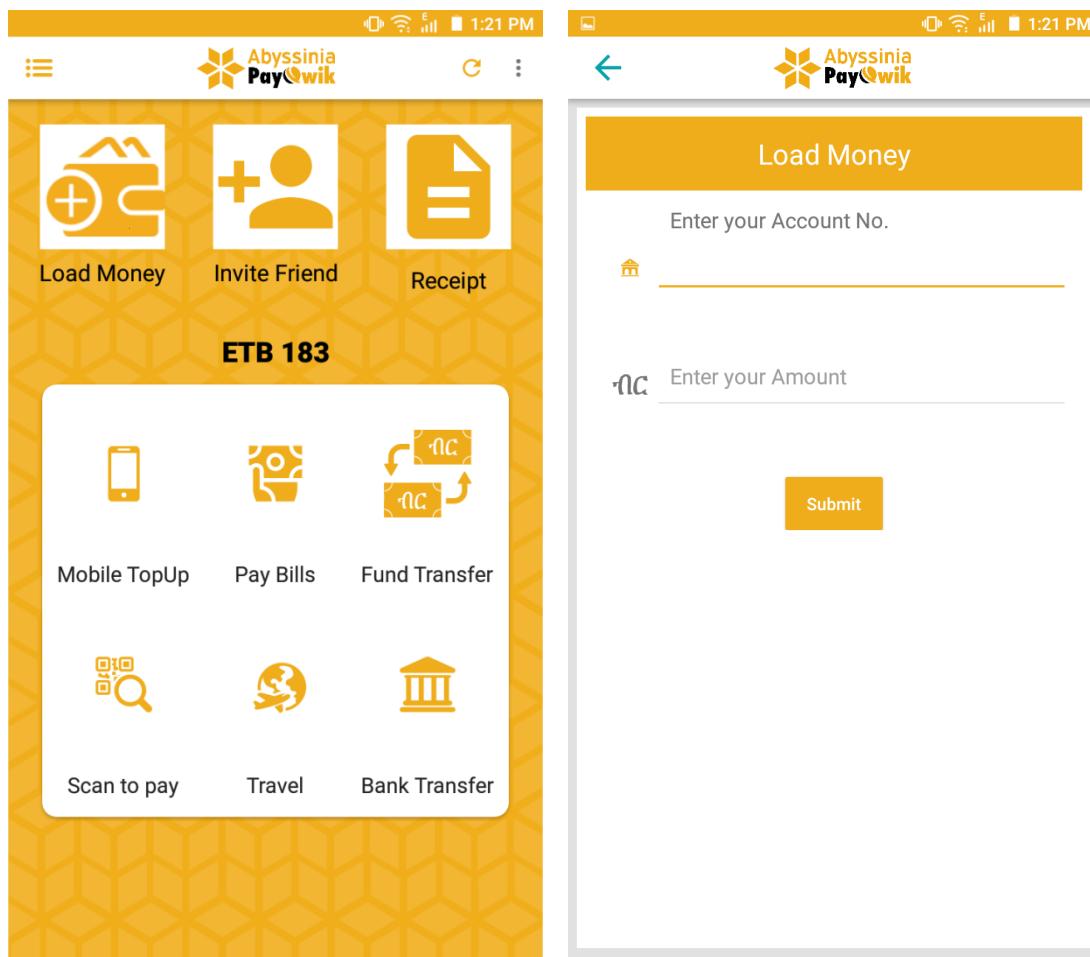


Figure 16: Load Money

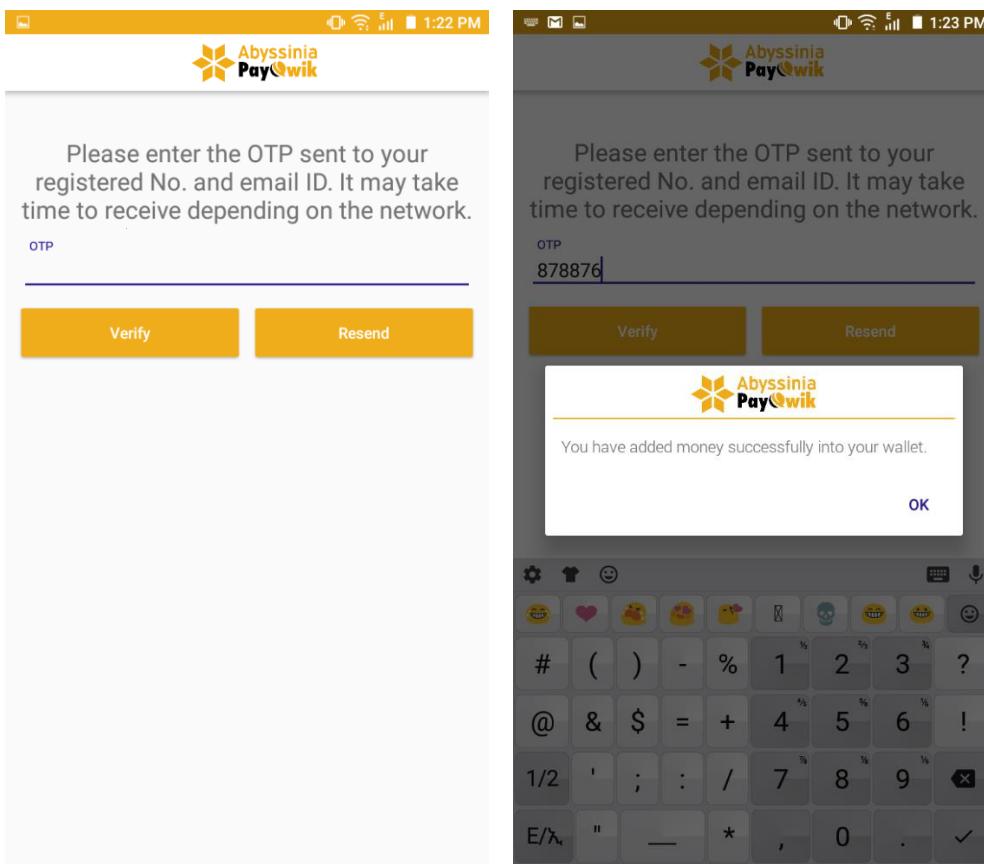


Figure 17: Load Money OTP and Successful page

12. How to perform Fund Transfer using EnQu pay/Payqwik ?

The user can transfer money for both Abyssinia Payqwik registered user and non-registered user.

- Click on “Fund Transfer” then select mobile number from contact list or write manually, enter the amount and any message the click on “SEND” button, to reject click on “DISMISS” and to conform click on “OK”

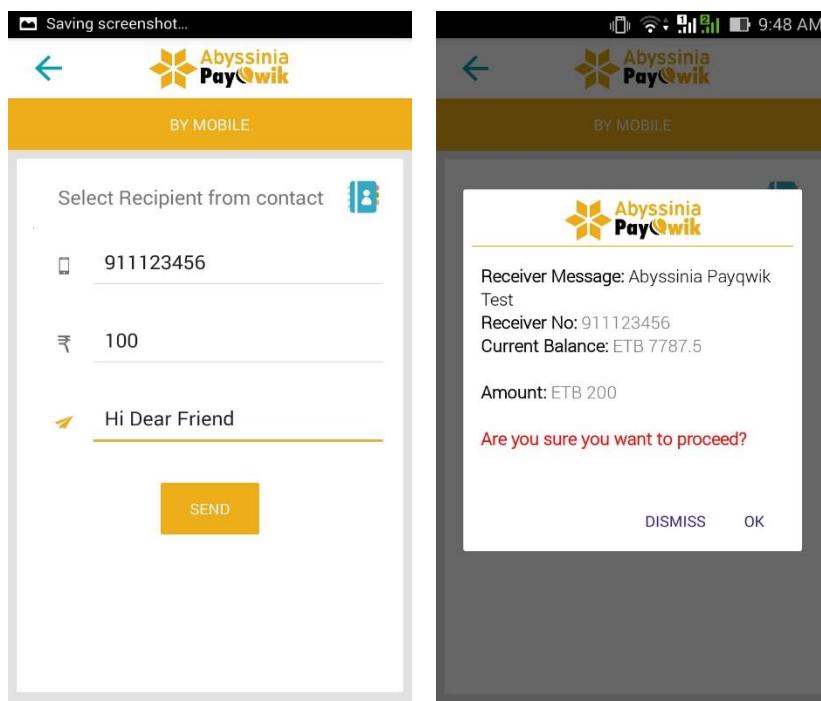


Figure 18: Fund Transfer

- Successful message display and your balance has been updated

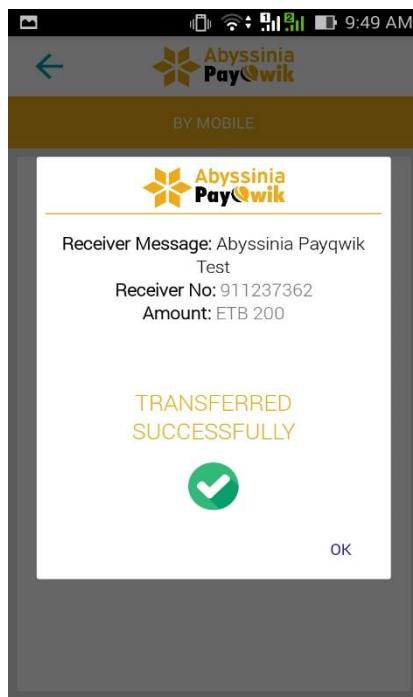


Figure 19: Successful fund transfer

Q13. How to See All Transaction List?

- Click "Receipt"

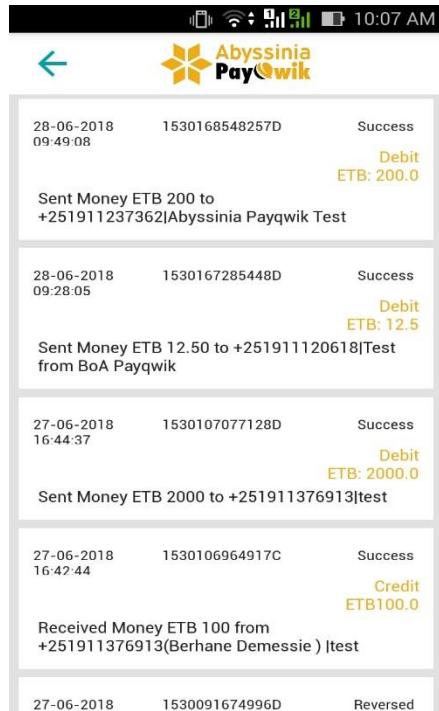


Figure 16: Most recently transaction receipt

Q14. How to Invite Friends?

- Click on "Invite Friend" select friends mobile number from contact list or enter manually and click in "INVITE"

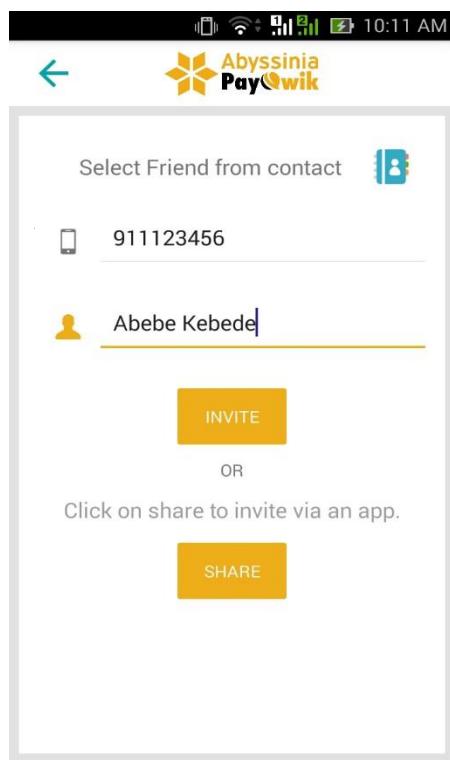


Figure 17: Friend Invitation

Q15. How to Pay for Merchant using Quick Response (QR) Code

- Click "Scan to Pay" then click on "Scan" Button to scan the merchant QR. After scan the QR enter the amount and click on "Send"

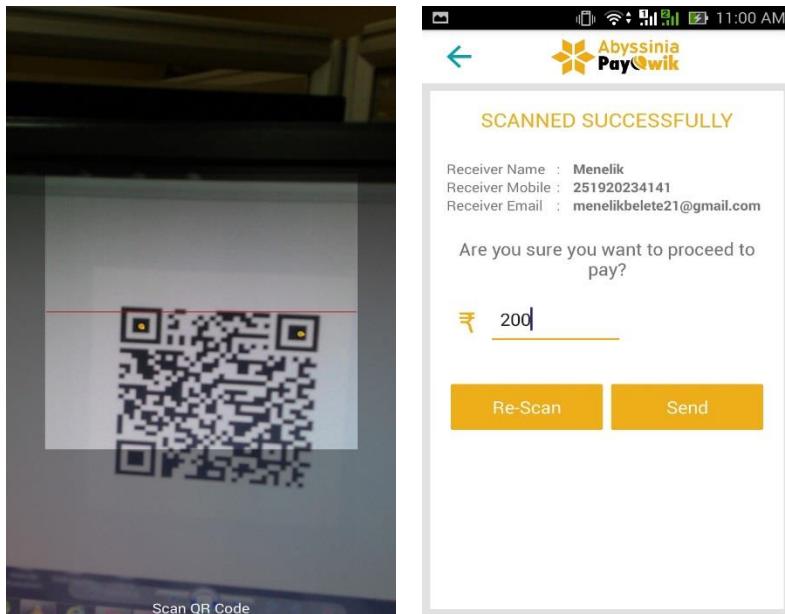


Figure 18: Merchant Payment using QR scan

- Successful message displayed

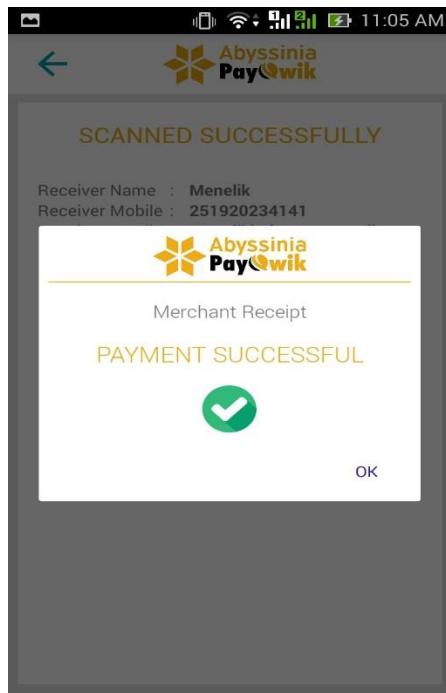


Figure 19: Successful Merchant Payment using QR scan

Q16. If customer have missed his secret Question while tried his/her to change their password.

- ✓ Inform the customer to go any Branch and request them.

6. Dispute

1. What is a Dispute?

A 'dispute' is when a cardholder questions the validity of a transaction that appears in the cardholder's account. A transaction could be disputed for various reasons, like:

- ATM Cash not dispensed / Services not rendered / Goods not received
- Not incurred - Unknown transaction debited to the card account
- Double Debit - Charged twice for a single transaction
- Failed / Cancelled transaction - Transaction failed or was cancelled

2. The Dispute Process:

If you find one or more transaction(s) on your card account that you do not recognize, did not authorize or believe to be incorrect, you can submit a card transaction dispute within 90 days from the date that appears on your account statement or receipt. No fees or interest will be incurred on the disputed charge during the dispute process. If the transaction was posted in error, BoA will correct your account.

3. What information do I need to complete the dispute form?

Together with the form you must provide all relevant documentation and supporting evidence as stated below:

- Card Number, Mobile Telephone No and Date
- Disputed Transaction(s) (as presented in the account statement) Date / Amount / Terminal (BoA ATM/another bank ATM)
- The reason of the dispute

4. Who can submit a dispute?

- Only the Cardholder may submit a dispute for transactions regarding his/her own card.

5. How long can it take a dispute to be resolved?

- BoA Card on BoA ATMs – BoA has three business days to resolve the dispute.
- BoA Card on Other Bank's ATM - disputes can be resolved in 15 days

Part II: Credit

Q1. Who are eligible to avail loans and advance?

- ✓ For business Loan:- All persons engaged in lawful trading activities and creditworthy businesses
- ✓ For consumer loans:- All persons who have defined and sustainable source of income
- ✓ Must fulfill the bank's general eligibility criteria

Q2. What type of loan do you offer?

- ✓ Term loan,
- ✓ Overdraft loan,
- ✓ Construction or Real estate loan,
- ✓ Merchandise loan,
- ✓ Revolving/Non Revolving Import/Export facilities,
- ✓ Guarantee,
- ✓ Non-staff mortgage loan,
- ✓ Vehicle and consumer loan,
- ✓ Diaspora mortgage loan,
- ✓ Loan to Foreign Employment Agencies

Q3. What is the required document for applying a loan?

- A. Application letter,
- B. Renewed trade license & Principal registration certificate
- C. Copy of identity card/s of the applicant/s.
- D. Tax identification number /TIN/
- E. Tax clearance, Or Tax Exemption Certificate
- F. Financial statements.

- G. Forecasted financial statements
- H. Business plan/Feasibility study
- I. Marriage certificate,
- J. Ownership certificate/title deed/booklet for collateralized properties.
- K. Resident permit (for foreign borrowers).
- L. Memorandum and articles of association, for PLCs and share companies.
- M. Other documents; as required

Q4. How can I apply for a loan?

- ✓ You can apply your loan request where you have an account in any BOA branch; or at the H.O Credit Management Department.

Q5. I'm starting a new business, can I get a loan?

- ✓ Yes, please contact the Bank's Branches or the Credit Management Dept.

Q6. What are the fees & charges applicable?

- Loan processing
- Commercial Credit Report(CCR)
- Credit Information Request/per Request/
- Insurance Premium Payment
- Commitment Fee on the un-disbursed balance of project Loans
- Default loan Penalty charges
- Loan Workout /Restructuring/Renegotiated
- Early Loan Settlement fee
- Loan Buyout (Internal)
- Collateral Registration per unit of Collateral
- Collateral Substitution and Release per process
- Merchandise release from dual control/ Per release
- Assignment of Controlling Staff
- Property valuation charge

- Others; as applicable

Q7. What are the minimum and the maximum loan amounts?

- ✓ It depends on applicant's income, business nature and personal capacity and Bank's policy and procedure (for detail information, Please contact the nearby branch)

Q8. What are the loan tenure options for a loan?

- ✓ Short Term Loan (< one year)
- ✓ Medium Loan (> 1 year up to 5 years)
- ✓ Long Term Loan (> 5 years)

Q9. What property can be considered as collateral?

- ✓ Buildings,
- ✓ Motor vehicles and aircraft,
- ✓ Machinery and equipment,
- ✓ Cash Deposits,
- ✓ Merchandise,
- ✓ Foreign Bank Guarantee;
- ✓ Negotiable Instruments; Such as Treasury Bills, Government Bonds, Share Certificates,
- ✓ Business Mortgage,
- ✓ Trade receivables,
- ✓ Share certificates of banks and insurance,
- ✓ Other forms of collateral such as; Export Credit Guarantees, Personal Guarantee, Corporate Guarantee, Valid Import/Export Document, Letter of Comfort

Q10. How much time does it take to process a loan?

- ✓ As per Service Level Agreement of the Bank (Please Contact the nearby Branch)

Q.11 Is it acceptable if I borrow from BoA and make a deposit transaction in other Banks.

- ✓ No, The Bank does always give much value and priority to customers who transact with it.

Q12. Where can I get advice about the bank's credit facility?

- ✓ Yes, At the nearby branch, District Office; or at the Credit Management Department

Q13. What are the Loan Interest rates?

- ✓ It depends on various factors. Please consult the nearby branch.

Q14. What if I am not satisfied with the approved Loan amount and conditions?

- ✓ You may consult your branch or the Credit Management Department

Q15. What do I have to do if I could not pay back my loan or get into default?

- ✓ Please consult your branch as soon as possible.

Q16. Who can become a Personal Guarantor?

- ✓ Any one by considering guarantor's financial standing and integrity.
- ✓ Other than cross-guarantee, chain guarantee and personal guarantee among the family members.

Q17. How can I change the mode of repayment and what are the charges?

- ✓ Please apply to your branch and pay the required fee.

Q18. Can I make changes on collateral/s after I draw?

- ✓ Yes, if the newly offered collateral/remaining collateral is/are adequate and acceptable.

Q19. What is the procedure in case of partial or full settlement?

- ✓ Please Submit application and pay the required fee.

Q20. Can I borrow money by pledge my share certificate?

- ✓ Yes

Q21. What are the eligibility criteria for a loan to a foreign employment agency?

- ✓ The agency must fulfill the general eligibility stipulated in the bank's credit procedure and policy
- ✓ The agency should present a valid trade license from the ministry of labor and social affairs (MOLSA)
- ✓ Others; as requested by the Bank

Q22. What are the collateral coverage and interest rate to be applied to foreign employment agency?

Collateral coverage	Interest rate	Remark
Clean (0% safety margin)	10% per annum	To the customer who previous credible relationship with the bank
25% coverage 75% clean	9% per annum	
50% coverage (50% clean)	7% per annum	
100% or above coverage	Free	
Cash collateral coverage 100%	10% interest per annum will be paid by the Bank	

2. 1 Diaspora Loans

Q1. What does Diaspora mean?

- ✓ Non-Resident Ethiopian or Non-Resident foreign nations of Ethiopian origin that have been living abroad for at least one year and can present residence and/or work permit from the country of residence

Q2. What document should I fulfill to open Diaspora Account?

- ✓ Residence/work permit
- ✓ Renewed passport for non-resident Ethiopians/Renewed passport and yellow card for foreigners of Ethiopian origin
- ✓ One latest passport size photo

Q3. What is the currency to open a Diaspora account?

- ✓ Customers can open accounts using: US Dollar, Pound Sterling and/or Euro

Q4. What are the eligibility criteria for a Diaspora Mortgage Loan?

- ✓ Employment letter showing annual gross and net income from their employers or individual tax return. However, if the nature of their job such as baby sitters, security, waiters, housemaid etc they can be entertained under the special option.
- ✓ Copy of employment contract
- ✓ Bank Account Statement from foreign Bank's for at least one year
- ✓ If the applicant is a business individual shall present financial statement, renewed trade license and trade registration certificate, tax payment certificate
- ✓ Equity contribution and repayment of the loan shall be effected in foreign currency

Q5. What document should I fulfill to borrow a Diaspora loan?

- ✓ A Diaspora saving account
- ✓ Copy of valid passport
- ✓ Letter of undertaking to repay the loan in foreign currency
- ✓ Ethiopian Original ID card (Yellow Card copy)
- ✓ A letter that confirms monthly salary
- ✓ Authenticated sales contract agreement

Q6. What types of Diaspora Loans are provided by BoA?

- ✓ Mortgage Loan (purchase/construction of residential house)
- ✓ Automobile Loan (for non-commercial purpose only)

Q7. What is the maximum tenure for a Diaspora mortgage loan?

- ✓ 20 years including grace period or the remaining employment tenure of applicant/whichever is lower

Q8. How much is the minimum equity contribution for a Diaspora mortgage loan?

- ✓ 20% of the value of the building to be purchased in a foreign currency
- ✓ 30% of the value of the construction in a foreign currency;

Q9. What is the maximum tenure for a Diaspora automobile loan?

- ✓ 10 years without grace period or the remaining employment tenure of applicant/whichever is lower

Q10. How much is the minimum equity contribution for a Diaspora automobile loan?

- ✓ 30% value of automobile for brand new
- ✓ 50% value of automobile for used cars manufactured between 5 and 15 years

Q11. What is the lending interest rate for Diaspora mortgage loan?

For Diasporas whose applications are substantiated by a standard document the interest rate will be calculated herein under

Equity Contribution (in FCY)	Interest Rate	Maximum Tenure
20%	Saving Rate+1.5%	15
30%	Saving Rate+1%	20
40%	Saving Rate+0.5%	20
50% and above	Saving Rate+0.25%	20

For Diasporas whose applications are not substantiated by a standard document (if the nature of their job such as baby sitters, security, waiters, housemaid etc) the interest rate will be calculated herein under

Equity Contribution (in FCY)	Interest Rate	Maximum Tenure
50%	Saving Rate+0.25%	15

Q12. What is the lending interest rate for Diaspora Automobile loan?

Saving Interest+3% i.e 10%

Q13. Is there any condition/penalty when the repayment in FCY changed to LCY

Yes, it will be changed to prevailing maximum bank's lending rate

Part III: IBD

Q1. What are the major international banking services provided by BoA?

- ✓ Handling Import transaction
- ✓ Handling Export Transaction
- ✓ Foreign Guarantee
- ✓ Handling Incoming and Outgoing transfers
- ✓ Managing foreign banks relationship

Q2. What Documents are needed to Purchase Cash Foreign Currency?

- ✓ Passport with Valid Visa and Air Ticket

Q3. Can I exchange foreign currency to Birr?

- ✓ Yes

Q4. What are the major foreign currencies BoA uses?

- ✓ The US Dollar
- ✓ Pound Sterling
- ✓ Euro

Q5. Which types of credit cards are used in BoA?

- ✓ Visa
- ✓ Master Card
- ✓ Union Pay (China Card)

Q6. To what extent could I use my International Card?

Can withdraw money via ATMs, can use on POS machines

Q7. Is it possible to transact in foreign currency?

Yes, only for certified hotels, duty free shops, immigration office,

Q8. How can I get Daily Exchange rate information?

- ✓ From the Bank's Mobile Banking system or any nearby branch

Q9. How much is the Service charge to retransfer an already credited Incoming Transfer?

- ✓ For USD - USD 35.00,
- ✓ For EUR- EUR 30.00,
- ✓ For GBP-GBP 25.00 (plus SWIFT Charge ETB 300.00 for all)

Q10. How much is the Service charge Amount for incoming Transfer?

- ✓ Free

Q11. How much is the Service charge For Selling of Cash foreign Currency by BoA?

- ✓ From Birr Account = 8%
- ✓ From FCY A/c = Free

Q12. Can I get foreign currency to pay for education, health, membership fee?

- ✓ Yes

Q13. Service charge For Purchasing of Cash foreign Currency by BoA?

- ✓ Free

Q14. Service charge For Outward Remittance from Birr A/C?

- ✓ Exchange Commission = 1.5%,
- ✓ Service Charge = 8% minimum 3,500
- ✓ SWIFT Charge= 300

Q15. Service charge For Outward Remittance from FCY A/C

- ✓ Exchange Commission = Free,
- ✓ Service Charge = 3.5% minimum 3,500
- ✓ SWIFT Charge= 300

Q16. What is the criteria to open Retention Account?

- ✓ A customer should be an Exporter or have regular incoming transfer credited to her/his birr account for the last one Year

Q17. What types of Diaspora accounts can I open?

- ✓ Current foreign currency account, and
- ✓ Fixed deposit foreign currency account

Q18. How interest is calculated on my foreign accounts?

- ✓ No interest is calculated on Current foreign currency account
- ✓ Interest is calculated on Fixed deposit foreign currency account based on agreements (minimum of quarterly basis)

Q19. What documents are needed to Open FCY denominated Diaspora A/c and who are eligible for such service?

- ✓ Eligibility Criteria: Non-resident Ethiopian (living and working abroad for >1 yr) and Non-resident foreign national of Ethiopian Origin or a company owned by such individuals
- ✓ Required Documents: Resident permit or certification which confirm the applicant live for more than one year abroad
- ✓ Valid resident permit, Valid work permit

- ✓ Pass port or ID of foreign nationals of Ethiopian origin

Q20. What is the minimum amount required for an initial deposit to open a current foreign currency account?

- ✓ 100 USD

Q21. What is the minimum amount required for an initial deposit to open a fixed deposit foreign currency account? And what is the minimum maturity period?

- ✓ 5,000 USD and the period shall be three months

Q22. What are the allowed currencies to open Diaspora Account?

- ✓ USD
- ✓ Pound
- ✓ Euro

Q23. For What purposes can I use foreign currency accounts?

- ✓ Make local payments in Birr
- ✓ Transfer to other foreign currency accounts
- ✓ Make foreign payment such as import
- ✓ Effect transfer abroad
- ✓ Withdraw for travel allowance of own requirement in cash notes or any other instruments upon presentation of valid travel document
- ✓ Convert into Birr account at the prevailing exchange rate
- ✓ Serve as collateral or guarantee for loans or bids

Q4. When will be foreign accounts closed?

When the account holder returned to Ethiopia permanently

Q5. What are Money transfer agents who works with BOA?

- ✓ RIA
- ✓ X-PRESS MONEY
- ✓ KAHH
- ✓ MONEY GRAM
- ✓ DAHABSHIL
- ✓ TRANSFAST
- ✓ WORLD REMIT
- ✓ WESTERN UNION

Q26. How many are the number of digits stands for each Money transfer agents?

- ✓ RIA -**11 No's only**
- ✓ X-PRESS MONEY - **16 No's only**
- ✓ KAHH - **at the beginning 3 alphabet & 7 No's (10 digits)**
- ✓ MONEY GRAM-**8 No's only**
- ✓ DAHABSHIL-**3 alphabet at the beginning & 7 No's (10 digits)**
- ✓ TRANSFAST-**2 alphabet after 2 No's & 11 No's (13 digits)**
- ✓ WORLD REMIT -**5 alphabet at the beginning & 8 No's (13 digits)**
- ✓ WESTERN UNION-**10 No's only**

Q27. Which alternative Documents are necessary for receiving Money transferred from abroad through Money transfer companies?

- ✓ Passport
- ✓ Identification Card
- ✓ Driving License

Q28. What is SWIFT code of BoA?

- ✓ ABYSETAA

Q29. What type of loan can I get for my export/import business?

- ✓ Advance against Export Bills
- ✓ An Advance against an Export L/C (Revolving/Non Revolving)
- ✓ Advance against Export Sales Contract (Revolving/Non Revolving)
- ✓ Advance Against Import L/C (Revolving/Non Revolving)

Q30. What does LETTER OF CREDIT (L/C) mean?

- ✓ It is an undertaking issued to seller by issuing bank at the request of its customer (Importer) to pay for a shipment of goods or services through its correspondent bank provided that the seller fully comply the terms and conditions of the Letter of Credit

Q31. Working hour of International Banking business Department

- ✓ From Monday to Friday = Form 2:00am to 5:00 pm
- ✓ Saturday Form 2:00 am to 12: 00 am

Part IV: Interest Free Banking

Question: What does Interest free banking mean?

Answer: - It is a banking business in which mobilizing or advancing of funds in a manner consistent with Islamic Finance principle (Shari'ah) and mode of operation that avoids receiving or paying interest.

Question: Is Interest Free Banking only for Muslims?

Answer: - No, it can apply to the Non Muslim religion applicants too.

Question: What is the difference between Interest Free and Conventional banking?

Answer:-

	Conventional Banking	Interest Free Banking
Concept of money	Money is treated as a commodity besides medium of exchange and store of value. Therefore, it can be sold at a price higher than its face value and it can also be rented out.	Money is not treated as a commodity though it is used as a medium of exchange and store of value. Therefore, it cannot be sold at a price higher than its face value or rented out.
Interest/profit	Charging interest on capital.	Profit on trade of goods or charging on providing service
In case of loss/risk	Interest is charged even in case the organization suffers losses by using bank's funds.	In case the business suffers losses, the bank will share these losses (Mudarabah, Musharakah).
Mode of finance	No agreement for exchange of goods & services is made once the loan is approved	The execution of agreements for the exchange of goods & services is a must, while disbursing funds under Murabaha, Salam, Istisna and any other facility contracts.
Restrictions	Conventional banks may finance any lawful product or service.	Interest free banks are allowed to participate only in economic activities that are Shariah compliant.

Question:-What types of IFB deposit accounts are offered by the Bank of Abyssinia?

Answer:

- ✓ **Wadiyah Saving**
- ✓ **Wadiyah Current**
- ✓ **Mudarabah Saving**
- ✓ **Mudarabah Fixed Time Deposit**
- ✓ **Wadiyah Yad Amanah (Safe Custody)**

Question: -What are the features and mode of conduct to open domestic IFB accounts?

5.1.Wadiyah Saving:- is a Safe Keeping Deposit Account without any benefit.

However, the Bank may give gifts.

Features

- The minimum balance to open this account is Birr 25.00
- It can be opened in 'Birr' or acceptable 'foreign currency'
- Customers are provided with passbook, ATM, other alternative electronic payment channel
- With the permission of the customer while opening the account, the IFB window service can make use of the fund on any permissible business financing;

5.2 Wadiyah Current/Checking/Demand Deposit Account- is the Interest-Free Current Account(s) structured on the IFB concept of Qard.

Features

- The IFB window service provides its customers with cheque books;
- The minimum balance to open this account is Birr 1,000.00;

5.3 Mudarabah Saving:- it is a profit sharing arrangement between two parties. i.e the depositor and the Bank for the purpose of participating in the profits or loss made from the utilization of the fund ratio that has been agreed earlier.

Features

- Operates under the contract of Mudarabah (Trustee profit sharing)
- The minimum balance to open this account is Birr 1,000.00

- Profit is calculated on the basis of the minimum balance maintained for the month
- Profit sharing required to maintain a minimum monthly balance of Birr 25,000.00
- Customers are provided with passbook, ATM, other alternative electronic payment channel

5.4 Mudarabah Fixed Time Deposit:- it is similar with Mudarabah Saving but the account is opened for a limited period or terms

Features

- The Bank provides a deposit certificate
- The minimum balance to open this account is Birr 50,000.00
- The duration shall be for 3 months, 6 months, 9 months, 1 year and above

5.5 Wadiah Yad Amanah (Trustee Safe Custody):- It is a contact between the bank and the client to protect the goods from being stolen, destroyed etc

Features

- The customer will pay service charge
- Customers sign contract with the Bank

Question -What are the required documents to open IFB accounts?

Answer: Similar to the Conventional Banking

Question: -What are the loan and investment products?

A. Financing and Investment

Mudarabah – It is a form of partnership when one party (Rab ulMal) provides the fund while the other party (Mudarib) provides expertise, and profit sharing ratio is pre-determined but the loss, if any, is borne only by the investor (Rab ul-Mal), unless caused by negligence or violation of terms of the contract by the Mudarib.

Musharaka – It is a relationship established under a contract while the mutual consent of the parties for sharing of profit and loss in the joint business.

Murabaha –It is refers to a sale where the seller (the Bank) discloses the cost of the commodity and the amount of profit charge.

Kafalah:-this is a guarantee type of service and it is similar to a conventional banking

Istisna'– It is specific kind of sale where the sale of the commodity is transacted before the commodity comes into existence or manufactured. (in this case the bank will ask collateral)

Salam – It is a sales contract agreement entered between a customer and the Bank to avail a working capital. The customer therefore shall pay in cash or in kind (as per agreed quantity, quality, and amount) to the Bank or the stated third party. The Bank may require security for the service. Salam is commonly used for financing purchase of agricultural products.

B. Loan (Qard)

BoA is currently providing funds in the form of loan through Qard and mainly for exporters and Foreign Employment Agencies

Features of Qard granted for Exporters;

Similar with conventional except interest

Features of Qard granted for Foreign Employment Agencies;

Similar with conventional except the interest on unpaid claim and collateral issue

Foreign Banking

Wakalah- it is a contract where one party appoints another to conduct a defined legal action on his behalf, for a specified fee or commission

Kafalah-it is a foreign guarantee

Hawalah-money transfer without money movement

Inward Bill for Collection (I.B.C)- exchange for payment at a future date

Foreign Currency Exchange- as per the daily exchange rate

Question - Which business sectors are financed by IFB?

Answer: -

- ✓ Agriculture
- ✓ Building and construction
- ✓ Domestic and Trade Services
- ✓ Import, Export
- ✓ Manufacturing
- ✓ Transport
- ✓ Hotel and Tourism

Question:- Which business sectors are prohibited by IFB?

- **Answer: -**
- Haram items (Dealing in Pork farm and products, Alcohol drinks, Cigarette, Gambling, etc)
- Sales of uncertain risk items
- Hoarding of food staffs

Question: - How do Interest Free banks reward their depositors?

Answer: - Through Mudarabah i.e As per the pre-determined agreed profit sharing ratio (between the Bank and depositor)

Question: - Why do Interest Free Banks never share their losses with customers?

Answer: - The possibility of a loss in such a properly organized and regulated banking sector is very low, because banks enter into very low-risk transactions and apply various risk mitigating tools to minimize chances of losses.

Question: - Is insurance allowed in IFB?

Answer: - Insurance is NOT allowed in Islam. Due to shari'a compliances, insurances are not available in our country; conventional insurances are providing the service.

Question: Is cash collected from IFB physically segregated from the conventional?

Answer: - physical segregation is not the concern of shariah instead all collections and payments to and from this service should be recorded and reported separately.

Question:- How are Fees and Charges in IFB applied?

Answer: As per the Bank's fees and charge rules.

Question: - Is it permissible to charge a fee for any late or partial payment?

Answer: - BoA may charge an administration fee for any late or partial payment. This charge is not interest, and does not reflect the interest rate.

Part V: Branch Banking

Q1) What types of local deposit accounts are offered by the Bank of Abyssinia?

Answer:

- ✓ Ordinary Saving
- ✓ Women's (Adey) Saving Account
- ✓ Youth (Afla) Saving Account
- ✓ Teen Youth Saving Account
- ✓ Education Saving Account
- ✓ Wisdom (Senior Citizens) Saving Account)
- ✓ Special Savings Account
- ✓ Ordinary Demand Deposits
- ✓ ECX Related Accounts
- ✓ Fixed Time Deposit Accounts
- ✓ Staff Accounts and Cash Indemnity Account
- ✓ Overdraft Account
- ✓ Joint Accounts
- ✓ Earmarked Account
- ✓ Accounts for Interdicted Persons

Q2) What are the basic features and mode of conduct to open Ordinary Saving account?

Ordinary Saving is a type of deposit product that bears interest and can be maintained by physical or legal persons with the following features.

Features

- It is interest bearing account which is compounded monthly
- It can be opened individually, jointly and by corporate entities
- It can be opened with zero balance; however, the account should show at least amount Birr 25 within a month

- It can be operated by cash withdrawal slip, debit card, mobile and internet banking
- A minimum amount of Birr 25 has to be maintained to qualify for interest calculation.
- All natural and legal persons recognized by the Ethiopian laws and Minors through parents or tutors; and interdicted persons through legal guardians can open the account

Q.3) What are the basic features and mode of conduct to open Woman (Adey) Saving account?

Women's (Adey) Saving Account is a type of saving account designed for women under rising middle class and young aspirant customer segments of the Bank with following features.

Features

- An increased saving interest rate of 7.5%,
- The account holder shall get 20% discount on safe deposit box rent,
- ATM debit card to be issued freely,
- 3% discount on purchases at different institutions and merchants that BoA has made an agreement with (e.g. Hospitals, supermarkets, beauty salons, etc...) shall be arranged.
- Discount at partners who can make agreement with the Bank to avail discounts for the Bank's customers.
- Daily ATM cash withdrawal limit of ETB 15,000
- Gift certificate of ETB 500 as a gift at a time of birth giving if the woman saving account is maintained with a minimum balance of ETB 25,000
- It operates by ATM, mobile banking, internet banking and special debit card
- Withdrawal of cash is allowed at any time in any amount of money,
- Access to priority banking service for depositors with amount above 500 thousand and special identification card would be issued;

Q4) What are the basic features and mode of conduct to open Youth (Afla) Saving account?

Youth (Afla) Saving Account: -a type of saving account designed for customers between the ages of 18-29 and earn less than ETB 20,000 per month with the following Features.

Features

- Relatively Higher and Attractive Deposit Interest Rate i.e 7.5%,
- 20% discount on safe deposit box rent,
- Total cost of debit card shall be covered by the Bank for students with student ID,
- Half cost of debit card shall be covered by the Bank for those without student ID card,
- Financing new Innovative ideas and technologies (Based on previous relationship),
- Minimal Loan Interest Rate (Less by 0.5% - 1% from the loan interest rate),
- **1% Purchase Discounts at agreed retail shops for purchases with debit cards, (PS CHECK)**
- Discount at partners who can make agreement with the Bank to avail discounts for the Bank's customers.
- Access to priority banking service for depositors with amount above 500 thousand,
- Other non-financial offerings like, giveaway materials in various times depending on situations

Q5): -What are the basic features and mode of conduct to open Teen Youth Saving account?

Teen Youth Saving Account: -a type of saving account designed for Self-employed/employed teens between the ages of 14-17 years with the following features

Features

- Self-employed/employed teens between the ages of 14-17 years can open and operate this account by providing letter of confirmation from the Zonal/Woreda administration and school administration.
- The parent(s) or the tutor of the teen youth can open the account for unemployed teen or teen without own source of income.
- It can be opened with zero balance given that there is a reasonable source of fund that can bring the balance to the minimum amount of Birr 25 within a month.
- It provides higher interest rate than ordinary saving account.
- It shall be converted to Afla saving account or ordinary saving account as per the preference of the account when the account holder reaches to the age of 18.
- Minors through parents or tutor can open account.

Q6) What are the basic features and mode of conduct to open Education Saving accounts?

Education Saving Account is a type of saving account designed for saving money for higher education up to undergraduate programs with the following conditions

Features

- It can be opened for oneself or for a minor by the parent(s)/tutors of the minor
- It provides 0.5 % higher interest rate than ordinary saving account
- It grants scholarship fund for **Annual draw wining account holders** who saves for at least one year and whose account balance reaches birr 5000
- Withdrawal from the Education Savings Account is allowed anytime However, in order to be eligible for the scholarship or seed money award for a particular year, the customer shall deposit the minimum amount set by her/his preference for 12 months of the calendar year and no withdrawal is allowed in this period
- Any individual, whose age is greater than 18 and Minors through parents or tutor can open this account

Q7) What are the basic features and mode of conduct to open Yebalweletawech (Senior Citizens) Saving accounts?

Yebalweletawech (Senior Citizens) Saving Account is a type of saving account designed for customers who are above the age of 50 with the following features.

Features

- Relatively Higher and Attractive Deposit Interest Rate (i.e 7.5% at minimum),
- Increased interest rate by additional 0.5% as a customer pass a pre-set threshold in his/her account balance of Birr 500 thousand (i.e. 8% at minimum),
- 50% discount on the Bank's service charge (commission) of local money transfer if amount is to be sent/deducted,
- Charges for ATM transaction fee and safe deposit box rent shall be discounted by 15% of the actual price,
- Family card shall be issued freely up on request of the Yebalewuletawoch account holders,
- Discount at partners who can make agreement with the Bank to avail discounts for the Bank's customers,
- Priority treatment at counter without awaiting queues (Unique customer ID shall be issued),
- No monthly maintenance fee if any,
- Minor accounts to be linked with Yebalewuletawoch account and automatic standing instructions/orders would be set charge free,
- Access to priority banking service for depositors with amount above 500 thousand

Q8) What are the basic features and mode of conduct to open Special Saving accounts?

Special Savings Account is a type of saving account designed for Anyone eligible for current account opening are also eligible for special saving account opening with the following features.

Features

- Special Savings Accounts are interest-bearing accounts operated by checks,
- Drawn up to a frequency of five withdrawals per month for eligibility of interest payment,
- The initial minimum deposit for opening of Special Savings Accounts shall be Birr 500.00 while the minimum balance for interest accrual is Birr 100.00,

Q9) What are the basic features and mode of conduct to open Ordinary Demand accounts?

Ordinary Demand Deposits: - a type of saving account designed for All natural and legal persons recognized by Ethiopian laws with the following features

Features

- It is a non-interest-bearing bank account usually operated by cheque;
- It can also be operated by using card, mobile and internet banking;
- It can be opened with a minimum balance of Birr 1,000 and Birr 2,000 for individual and business customers respectively;
- Penalty is charged if the minimum account balance is below Birr 500 and has no movement for more than six months; and
- No restrictions on the number and amount of deposits and withdrawals as long as the account have sufficient balance.

Q10): -What are the basic features and mode of conduct to ECX related accounts?

ECX Related Accounts: - are types of saving account designed for Businesses involved in ECX trading activities to facilitate payment to ECX or to receive sales proceeds from ECX.

Features

- The accounts are opened to facilitate commodity trading at ECX;
- These accounts include:
 - i. Member Pay-in
 - Used as payment guarantee to participate in the trading floor of ECX;
 - The member is a legal owner but shall empower ECX for debit transaction; and
 - It can only be debited by the **Conventional Payment Unit** as per the instruction of ECX.
 - ii. Member Pay-out
 - Used to receive payment from ECX trading; and
 - The member/account holder has exclusive right on the account.
 - iii. Client Pay-in
 - It is an account maintained by members on behalf of their clients; and
 - It can only be debited by the **Conventional Payment Unit** as per the instruction of the ECX.
 - iv. Client pay-out
 - An account maintained by members on behalf of their client; and
 - The member/account holder has exclusive right on the account

Q11) What are the basic features and mode of conduct to open Fixed Time Deposit accounts?

Fixed Time Deposit Account is a type of saving account It is opened for a particular fixed period (time) by depositing particular amount of money with the following features:

Features

- The period of fixed deposit is greater than or equal to 6 months;
- Under normal circumstance withdrawal is not allowed prior to the maturity date; However, the customer needs to withdrawal before the maturity date the withdrawn amount shall be entitled to the prevailing saving interest rate and any remaining amount shall be entitled to the fixed deposit interest rate;
- If the customer requests for a principal and interest rollover, it can be rolled over to the next agreed period;
- Minimum initial deposit is Birr 100,000.00 or USD 5,000.00 or its equivalent in EURO or Pound Sterling;

Q12) What are the basic features and mode of conduct to open Over draft Accounts?

Overdraft Account: - It is a demand deposit account with feature that allows customers to withdraw money beyond their credit balance with the following features.

Features

- It can be withdrawn up to the approved limit;
- An Overdraft facility may be granted for six consecutive months. Depending on the applicant's credit-risk grade, nonetheless, the expiry date of the facility may be extended for 12 months;
- An Overdraft facility shall be renewed every year;
- The interest charged on the Overdraft facility will be calculated on the outstanding balance on a daily basis

Q13) What are the basic features and mode of conduct to open Joint Accounts?

Joint Accounts are maintained in the name of two or three individuals to jointly operate the account with the following features.

Features

- Joint accounts can be "And Account" and "And/or Account";

- The nature of “And Account” is that all the parties should be present at the counter of the bank to give payment instruction and withdraw money; and
- “And/or” account type allows individual account holders to withdraw money and give payment instruction separately

Q14) What are the basic features and mode of conduct to open Earmarked Accounts?

Earmarked Account: - a saving or demand account opened by business people following the name of customer/business with additional description with the following features.

Features

- It is an account opened with further description indicating the purpose like “club account,” “business account,” “workshop account,” “project account,” “main account,” “branch account,” etc.
- The customer shall explicitly request the bank in written form to add the description
- It can be earmarked using the registered trade name or the business sector indicated on the trade license;

Q15) What are the basic features and mode of conduct to open Account for Interdicted Persons?

Accounts for Interdicted Persons: - It is either a saving or demand account opened and operated by the tutor appointed by the court on behalf of the interdicted person/s.

Q16): -What are the required documents to open Local deposit accounts when the customer is individuals?

- Valid and renewed ID card
- Tax Identification Number (TIN) for demand deposit account; and
- Two recent passport-size photographs

Q17): -What are the required documents to open Local deposit accounts when the customer is companies? -

- The company's renewed trade license and principal registration; and an investment certificate (for investors)
- A Memorandum of Association and an Article of Association attested, registered and sealed by Document Authentication and Registration Office;
- A letter of request to open and operate the account which should be signed by the authorized person mentioned in the Memorandum of Association and in the Article of Association that bears the company's official stamp;
- A valid and renewed ID card of the person authorized to operate the account;
- A tax identification number (TIN)
- The minutes of the meeting of the Board of Directors held to discuss the opening and operation of the account; (for Share Holders)

Q18): -What are the required documents to open Local deposit accounts when the customer is minors?

- A proper letter of application submitted by the parent on behalf of the minor
- A ruling by a court order appointing the lawful tutor for the minor
- Valid and renewed ID card of the tutor or the parent
- Two recent digital photograph of the parent and the minor; and
- A church certificate or a municipality certificate or a certificate from a hospital, etc. that gives the date of birth of the minor

Q19): -What documents required to open Local deposit accounts when the customer is a partnership?

- A renewed trade license and principal registration and an investment certificate (for investors) in the name of the partnership;
- A partnership agreement attested, registered and sealed by FDRE Document Authentication and Registration Office;

- A letter of request to open and operate the account which should be signed by authorized person and to which the official stamp of the partnership must be affixed, if any;
- A valid and renewed ID card of the authorized person to operate the account; and
- A tax identification number (TIN).

Q20): -What documents required to open Local deposit accounts when the customer is a Private Schools, Colleges and Universities?

- If the private school or college was established in the form of a private limited company, all the required documents stated under 'private limited company' must be produced, and the account should be opened in the name of the school or college;
- If the private school or college was established by an individual, all the required documents stated under 'private limited company excluding a tax identification number (TIN)' must be produced and an earmarked demand deposit account should be opened in the name of the person, the school or college; and
- A valid and renewed ID card of the person authorized to operate the account.

Q21): -What documents required to open Local deposit accounts when the customer is a Public Enterprises?

- A public enterprise shall present the Negarit Gazette that has announced its establishment;
- The letter of appointment by the Board of Directors of the General Manager;
- A letter of request from the General Manager to open and operate the account
- Tax Identification Number (TIN) for demand deposit account; and
- Valid and renewed ID cards and digital photo of the authorized signatories.

Q22): -What documents required to open Local deposit accounts when the customer is a Cooperatives?

- A certificate of registration issued by the appropriate authority. If the cooperative is in the process of formation; however, a letter of authority from the organizing body shall be presented;
- The approved and registered rules and regulations of the cooperative, bear the official stamps of the registering body and of the cooperative on all their pages;
- Minutes of the most recently held meeting of the General Assembly.
- If the cooperative is in the process of formation, nevertheless, a letter of intent signed by all its members will suffice;
- A letter of request by the chairperson to open and operate a current account;
- A valid and renewed ID card and digital photo of the person authorized to operate the account; and
- Tax Identification Number (TIN) for demand deposit account

Q23): -What documents required to open Local deposit accounts when the customer is a Religious Organizations?

- produce a letter of authority either from the Patriarch/ the Ethiopian Islamic Affairs Supreme Council/ Secretary General of the Ethiopian Catholic Secretariat/ Ministry of Federal and Pastoralist Development Affairs;
- Valid and renewed ID cards of the authorized signatories; and
- Tax Identification Number (TIN) for demand deposit account.

Q24) What types of documents required to open account for Share Companies under Formation?

- A letter of authority from the licensing body will have to be presented;
- No cheques shall be issued until the customer brings Tax Identification Number (TIN) for demand deposit account; and
- A valid and renewed ID card of the authorized person to operate the account.

Q25) What types of documents required to open account for Overseas Organizations which are working in Ethiopia due to contractual agreement?

- The overseas organization shall give power of attorney to the country representative and shall be authenticated from Ministry of Foreign Affairs and registered by FDRE Document Authentication and Registration Office;
- Shall present memorandum and article of association of the overseas organization which is sealed by foreign affairs;
- Contractual agreement of the organization with other local organizations;
- Supporting letter from the local organization giving the contract;
- A valid and renewed ID card of the person authorized to operate the account; and
- Tax Identification Number (TIN) for demand deposit account.

Q26): - What types of Foreign Deposit accounts are offered by the Bank of Abyssinia?

- a. NRT FCY Account (Non-Resident Transferable Foreign-Currency Accounts)
- b. NRT (Non-Resident Transferable Birr Accounts)
- c. NRNT (Non-Resident Non-Transferable Birr Accounts)
- d. Foreign Exchange Retention
- e. Diaspora Accounts
 - Non- Repatriate Birr Account (Saving Account)
 - Foreign Currency Current Accounts
 - Foreign Currency Fixed-Time Deposits

Q.27) Which type of currency are allowed to open a foreign-currency accounts?

These are currencies allowed to open a Foreign currency accounts:

- ✓ USD;
- ✓ Pound Sterling; and
- ✓ Euro

Q.28) what are the methods the customer transfers the foreign currency to his/her account?

He/she can use one of the three ways of transfer to credit to the account:

- i. Direct crediting of the account from foreign sources via the banking system
- ii. Foreign currency cash note
- iii. Cheque deposits that originate from abroad

Q.29): - What are the basic features and mode of conduct to open NRT FCY Account (Non-Resident Transferable Foreign-Currency Accounts)?

- It is a type of foreign currency account maintained in hard currency.
- The source of fund is overseas and in foreign currency;
- Can be used locally or transferred abroad in foreign currency without the necessity of obtaining foreign exchange permit
- The account can be maintained in hard currency or in Birr;
- Persons residing abroad can open such accounts in person or by mail in their names through Ethiopian Embassies;

Q.30): - Who are eligible to open NRT FCY Account (Non-Resident Transferable Foreign-Currency Accounts)?

Eligible entities

- Embassies;
- Foreign diplomats;
- International organizations;
- Expatriate employees of international organizations;
- Foreign based charities;
- Foreign investors;
- Ethiopians living abroad and foreign nationals of Ethiopian origin (Diasporas);
- Non-resident Ethiopian nationals living and working outside Ethiopia;
- Non-resident foreign nationals of Ethiopian origin;
- Companies owned by the above-mentioned non-residents and located outside the Ethiopian territory for more than one year;
- Ethiopian nationals living and working abroad or in due process of living abroad for

work for more than one year and who can produce authenticated documents;

- Exporters;
- Recipients of inward remittances; and
- Other local/international companies with the approval of NBE.

Q.31): - What kinds of documents are mandatory Each eligible entity (the Above list) to open NRT FCY Account (Non-Resident Transferable Foreign-Currency Accounts)?

It defers from one entity to the other (Please referee the products and service manuals page 24-28)

Q.32) What are the basic features and mode of conduct to open NRT FCY Account (Non-Resident Transferable Birr Accounts)?

All the features and mode of conducts are **the same as Q31 above**, but it differs that the account is maintained in Birr than hard currency and can be used locally.

Q.33) What are the basic features and mode of conduct to open NRNT (Non-Resident Non-Transferable Birr Accounts):-

All the features and mode of conducts are **the same as Q32 above**, but it can't be automatically changed to foreign currency without approval as it is applicable in 7 & 8.

Q.34) What are the basic features and mode of conduct to open Exchange Retention account? -

It is an account opened for exporters or for regular recipients of inward remittances to retain a percentage of the earnings as per the pertinent NBE directives.

It can be used customer's own local currency account, or make payment to another party, or transfer the money in foreign exchange abroad for payment of imports or other services;

Q .35) How many types of Retention account are there?

There are two types of retention accounts

1. **Retention A**
2. **Retention B**

Q .36) what is the basic difference between Retention A and Retention B account:

- Retention A account is a foreign currency account which used to deposit 30% of the earned foreign currency but retention B account shall be used to deposit 70% of the earned foreign currency up to 28 days
- Both used to be used to settle account holder obligation in foreign currency otherwise, in case of Retention A, it is converted to local currency when requested by the account holder, but in case of Retention B, any balance shall automatically be converted LCY in the next working day (after the last day of the 28 Days)

Q .37) Who is eligible to open a Diaspora Accounts?

For all Ethiopians living abroad for more than a year or all Ethiopian origin having foreign citizenship.

Q .38) Is it possible to open a Diaspora Account through power of Attorney?

It cannot be opened by the power of attorney. However, individuals with power of attorney can operate the account;

Q .39) How many types of Diaspora Accounts are there and what are they?

Three; they are:

1. Non- Repatriate Birr Account (Saving Account)
2. Foreign Currency Current Accounts
3. Foreign Currency Fixed-Time Deposits

Q.40) What are the basic features and mode of conduct to open Non-Repatriate Birr Account (Saving Account)?

Non- Repatriate Birr Account (Saving Account) is a foreign currency account opened by diasporas that gives them privilege of earning double interest rate as compared to normal saving interest rate.

Features

- Withdrawal from this account is allowed only in Birr;
- Foreign currency is the only source of fund for the account;
- It cannot be opened by the power of attorney. However, individuals with power of attorney can operate the account;
- Interest rate on such accounts shall be double of the minimum saving deposit rate set by the National Bank of Ethiopia, currently it is 14%;and
- Money can neither be transferred from this account abroad nor from the local currency to any foreign currency.

Q. 41) What are the basic features and mode of conduct to Foreign Currency Current Account?

Foreign Currency Current Account is a foreign currency demand account opened by Diaspora.

Features

- Withdrawal from this account is allowed either in Birr or hard currency;
- Foreign currency is the only source of fund for the account;
- Withdrawals can be made at any time by issuing a cheque
- It cannot be opened by the power of attorney. However, individuals with power of attorney can operate the account;
- It can be opened with an initial deposit of USD 100 or its equivalent in any of the eligible currencies

- The maximum amount to be deposited shall not exceed USD 50,000 or its equivalent in any of the eligible currencies and
- Interest shall not be paid to this account.

Q.42) What are the basic features and mode of conduct to open Foreign Currency Fixed-Time Deposit?

Foreign Currency Fixed-Time Deposit is a contract based account opened in foreign currency for those individual's/business customers who want to earn higher interest rate for certain period of time as per eligibility criteria.

Features

- It is an interest bearing account with agreed maturity date;
- Foreign currency is the only source of fund for the account;
- The minimum maturity period is three months
- Interest on such accounts shall be payable only if they are maintained at least for the minimum period
- It cannot be opened by the power of attorney. However, individuals with power of attorney can operate the account;
- It is opened with an initial deposit of USD 5,000 or its equivalent in any of the eligible currencies and
- Interest income on such accounts is tax-free.

Q.43) What types of cards are issued by the Bank of Abyssinia?

1. BOA Proprietary (Private-Level) Cards

- Co-Branded Pre-Paid Gift Cards:
- General Purpose Pre-Paid Gift Cards (BOA Wallet and others)

2. Domestic Cards

- Habesha Classic Debit Cards
- Habesha YEBALEWULETAWOCH Classic Debit Cards
- Habesha Afla Classic Debit Cards

- Habesha Adey Classic Women Debit Cards
- Habesha Gold Debit Cards
- Habesha Prepaid Cards

Q.44) What is Co-Branded Pre-Paid Gift Cards and its basic features?

It is produced on contractual agreement between an issuer and an organization to join forces for mutual benefits with the following features.

Features

- The maximum fund ceiling on cards is the preset denomination value;
- There is no expiry date for the cards;
- The cards are non-reloadable;
- The cards are not linked to any personal account; they are non-personalized.
- Maximum daily cash withdrawal limit from ATM is up to balance on the card;
- Maximum daily payment /purchase limit on POS is up to balance on the cards;
and
- Maximum daily cash advance limit at Branches is up to balance on the cards
- Non-applicable for cash advance (cash withdrawal) at Branches.

Q45) Who is eligible to have a Pre-Paid Gift Cards?

Eligible Entities

- Individual whose age is 18 years or above; and
- Company letter having number and denomination of cards.

Q.46) What is General Purpose Pre-Paid Gift Cards (BOA Wallet and others) and its basic features?

These can be used in place of cash, cheques or gift certificates with the following features.

Features

- The maximum fund ceiling on cards is the preset denomination value;

- There is no expiry date for the cards;
- The cards are non-reloadable;
- The cards are not linked to any personal account; they are non-personalized.
- Maximum daily cash withdrawal limit from ATM is up to balance on the card;
- Maximum daily payment /purchase limit on POS is up to balance on the cards; and
- Maximum daily cash advance limit at Branches is up to balance on the cards

Q.47) Who is eligible to have a General Purpose Pre-Paid Gift Cards (BOA Wallet and others)?

Eligible Entities

- Individual whose age is 18 years or above; and
- Company letter having number and denomination of cards.

Q.48) What is Habesha Classic Debit Cards and its basic features?

These are payment cards issued by the bank which are valid for local use only (valid only in Ethiopia) with the following features:

Features

- All Domestic Habesha Cards have three years of life before expiration;
- The maximum fund ceiling for all Domestic Cards is the balance on customer's account.
- Maximum daily payment /purchase limit on POS is Birr 200,000;
- Maximum daily cash advance (cash withdrawal) limit at branches is up to Birr100,000;
- Maximum daily cash withdrawal limit from ATM is Birr 10,000;
- Maximum of 3 withdrawals per day and minimum of 50-birr withdrawal

Q.49) What is Habesha YEBALEWULETAWOCH Classic Debit Cards and its basic features? Who are Eligible Entities?

These are payment cards issued by the bank which are valid for local use only (valid only in Ethiopia) with the following features:

Features

- All Domestic Habesha Cards have three years of life before expiration;
- The maximum fund ceiling for all Domestic Cards is the balance on customer's account.
- Maximum daily payment /purchase limit on POS is Birr 200,000.
- Maximum daily cash advance (cash withdrawal) limit at branches is up to Birr100,000;
- Maximum daily cash withdrawal limit from ATM is Birr 10,000; and
- Maximum of 3 withdrawals per day and minimum of 50-birr withdrawal
- Charges for ATM transaction fee and safe deposit box rent shall be discounted by 15% of the actual price;

Eligible Entities

- a. Individual saving account holders;
- b. Individual Current Account holders;

Q.50) What is Habesha Afla Classic Debit Cards and its basic features? Who are Eligible Entities?

These are payment cards issued by the bank which are valid for local use only (valid only in Ethiopia) with the following features:

Features

- All Domestic Habesha Cards have three years of life before expiration;
- The maximum fund ceiling for all Domestic Cards is the balance on customer's account.
- Maximum daily payment /purchase limit on POS is Birr 200,000.00
- Maximum daily cash advance (cash withdrawal) limit at branches is up to Birr 100,000;
- Maximum of 3 withdrawals per day and minimum of 50-birr

- Maximum daily cash withdrawal limit from ATM is Birr 10,000;
- 1% Purchase Discounts at agreed retail shops for purchases with debit cards;

Eligible Entities

- Afla Account holder

Q.51) What is Habesha Adey Classic Debit Cards and its basic features? Who are Eligible Entities?

Features

- Please refer above except the daily cash withdrawal limit from ATM is Birr 15,000;
- 3% discount on purchases at different institutions and merchants that BoA has made an agreement with (e.g. Hospitals, supermarkets, beauty salons, etc...) shall be arranged;

Eligible Entities

- Adey Saving Account holders

Q.52) What is Habesha Gold Debit Cards and its basic features? Who are Eligible Entities?

Features

- All Domestic Habesha Cards have three years of life before expiration;
- The maximum fund ceiling for all Domestic Cards is the balance on customer's account.
- Maximum daily payment /purchase limit on POS is Birr 350,000.00
- Maximum daily cash advance (cash withdrawal) limit at branches is up to Birr 150,000;
- Maximum of 3 withdrawals per day and minimum of 50-birr
- Maximum daily cash withdrawal limit from ATM is Birr 15,000;

Eligible Entities

- Ordinary, Adey Saving, Afla, Yebalewuletawoch saving Account and current account holders whose balance shows 1 million and above

Q.53) What is Habesha Prepaid Cards and its basic features? Who are Eligible Entities?

Features

- All Domestic Habesha Cards have three years of life before expiration;
- The maximum fund ceiling for all Domestic Cards is the balance on customer's account.
- Maximum daily payment /purchase limit on POS is Birr 100,000
- Maximum daily cash advance (cash withdrawal) limit at branches is up to Birr 100,000;
- Maximum of 3 withdrawals per day and minimum of 50-birr
- Maximum daily cash withdrawal limit from ATM is Birr 10,000;

Eligible Entities

- Legal person/s who can produce valid ID /passport

Q.54) Is it valid to accept any Cheque with some deletion?

- Any deletion on the cheques shall not be accepted
- There should be no difference between the amount of money given in words and in figures

Q.55) Which calendar is possible to write date on Cheque?

- The calendar shall follow the language in which the cheque is written;

Q.56) For how many days or months cheque are valid from the date of issuance?

- A cheque is valid for six months from the date of its issuance

Q.57) How do the customer endorse the chqcue for another payee and is there a limit for endorsement?

- A cheque should be endorsed on the reverse side thereof. The number of endorsements on a cheque has no limit

Q.58) What are different ways of endorsement applicable n BoA? endorsement?

There are different types of endorsement cheque;

- Self
- Cash or bearer
- Specified person
- The word “only,” or if the word “payee only” is written on the cheque only the payee/beneficiary is allowed to cash the cheque
- If the cheque is issued in the name of organization it will not be paid in cash but will be credited to the beneficiary’s/payee’s account.
- Crossed cheques shall not be paid in cash, but deposited into the accounts of the beneficiaries/payees thereof.
- Crossed cheques can be paid by crediting to the account

Q.59) What is meant Stop Payment and what conditions are fulfilled the demand such order?

A stop-payment order on the Cheque can be placed for various reasons as might be given by the account holder.

- At the time a stop-payment order is placed, there must be sufficient fund in the account that covers the value of the cheque requested to stop payment;
- The amount of money on the cheque under the stop-payment order will not be withdrawn until the account holder gives, in writing, an order to cancel the stop-payment order; however, the placement of stop payment order shall be cancelled upon the expiry date of the cheque or by the court order;

- The stop payment sanction shall be released if the drawer fails to produce police evidence within 15 working days that show the stop-cheque-payment order was in fact requested as the cheque was lost or stolen;
- In the case of an overdraft account, the branch shall first "Stop" the cheque on the system and send written request to credit at head office/district stating the reason, the amount and other particulars to deduct the amount from the approved limit; The credit in its part shall respond by deducting the limit or state the reason if otherwise to the requesting branch as soon as possible; and
- When a blank cheque is reported to have been lost, the account holder is not obligated to deposit money to her/his account when she or he presents the stop-payment order. However, the customer shall be advised that if the reported cheque is not blank or issued cheque to customer shall make her/him liable.

Q.60) What it means Insufficient Fund Cheques and what are the penalties in such incidents according to NBE Directive No SBB/64/2016)?

Insufficient Fund Cheques is when the drawer issued cheques but lack sufficient amount to cover the pay for payee and the Bank rejected the payment for such reasons. In line with the directives, there are progressive kind s of penalties for each incident stretched to closing the account at 3rd incident. (for conditions and penalties refer **NBE Directive No SBB/64/2016**)

Q.61): - Can you tell me about Muday Bank Service?

Features

- a. It is offered by the bank to accumulate and save money in designated box and deposited in to the respective customer account;
- b. It shall be provided by the bank with dual control; and
- c. It is mainly designed for petty traders, semi-skilled workers, small holding farmers, shoe polishers and other self-employed individuals.