



**RED
LETTER**

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Bank from home with UBA & Stay Safe

Dominique MAHEND
Managing Director / CEO
UBA Cameroun

STOP  **VID-19**

#WeAreInThisTogether
#TakeResponsibility

The stay safe pack offer, the **UBA Cameroon** respond to stop covid-19 spread

Stay Safe and Bank from home. This is what is all about, one part of the strategic response to the COVID-19 pandemic that UBA Cameroon has developed to support the government on the application of hygiene and social measures and the customers on best ways to bank safely and efficiently from home.

The Stay Safe Pack is the special offer including all UBA digital banking solution free during a period of 2 (two) months starting April 2020.

The major innovation with this StaySafe pack is that customers can subscribe directly & securely using the following URL: <https://www.ubacameroon.com>. This will enable customers submit their requests from their desktops and just come to the selected branch to sign physically + pickup their cards.

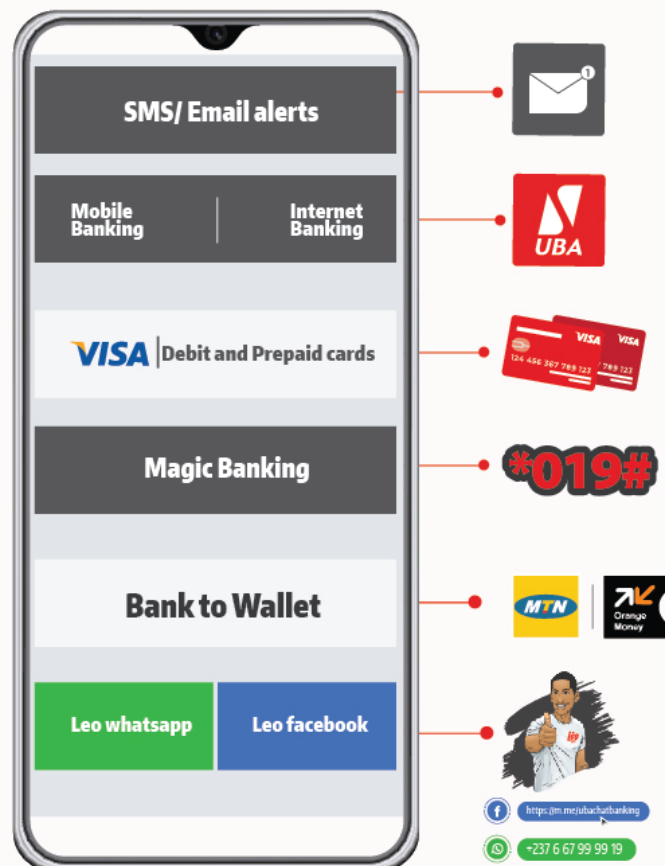
- Customer selects the nearest branch & Fills in the e-form with his/her personal details
- An email alert will be sent to the selected Branch's CSM & BM
- He will then choose an appointment date to come to the branch for the activation of the various services. This will help reduce the time spent in branches.

Woow!!!

From April 02 to June 02, 2020
Enjoy two months free on the UBA e-pack*

Free on-line Banking !

*Only valid for new e-pack subscription
Visit a UBA branch to subscribe



STOP COVID-19

#WeAreInThisTogether
#TakeResponsibility

Focus remittances : Ria money transfer innovation effective at UBA Cameroon



Receive your international money transfers
directly into your bank account

AfriCash
Cash transfers across Africa

Ria

WorldRemit

As the COVID-19 pandemic expands across the world, Governments and Private Institutions have put in place measures to stop the spread of the virus. UBA Cameroon and RIA, its partner for the delivery of money rapid transfer services, has successfully deployed the possibility to transfer money directly into your beneficiary bank account. This innovation will help limit face-to-face interactions in branches. The implementation of this initiative entails that the beneficiary must have communicated his/her account number to the sender.

SIMPLE STEPS TO FOLLOW

Required before sending
The beneficiary gives the sender details of his UBA account.

Sending money

The sender sends the item either by making a cash deposit at a UBA agency or from the comfort of your home using the RIA application or via the online platform
The sender selects the "Cash to Account" option on the RIA platform
The sender notifies the beneficiary of the transaction.

Receiving money

When the transfer is validated, using one of our digital banking solutions (Either Leo, Mobile Banking, Magic Banking or Internet Banking) the beneficiary just has to check the balance of the bank account concerned by the transaction or in the transaction history to confirm receipt of the transfer to the sender.
The beneficiary can now withdraw this amount either at the ATM or by using the Bank-To-Wallet service to transfer to their Mobile Money account.

Frequently Asked Questions on RIA Money Transfer

What delivery options are available?

For your convenience, we offer three different delivery options when it comes to your recipient receiving your money. These options include :

Cash pickup

Bank deposit

Home delivery (see below the list of countries)

Cash pickup

Your recipient may pick up cash at one of our 407,000 agent locations in 160 countries worldwide. All they need to pick up their cash is a valid government issued photo ID and the order number found on their receipt.

Bank deposit

We offer bank deposits to most major banks worldwide. You will just need to know your recipient's bank name and bank account number. A routing number may be required in some cases (i.e US,...).

Home delivery

In a select few countries, we offer courier service so that your money can be delivered right to your recipient's home or office. Here is a list of countries in which we offer this service:

Armenia

Dominican Republic

Hungary

Morocco

Philippines

Vietnam

Sending Money into bank account
As a sender you will need to get the following information from the recipient:

- a) The recipient's first and last name (as shown on their government-issued ID)
- b) Their Address
- c) Their phone number
- d) If you decide to deposit money directly into their bank account, you will need your recipient's bank account. A routing number may be required in some cases (i.e US,...).

What information does my recipient need to pick up a money transfer?

Your recipient will need the PIN provided to you, as well as a valid ID to show when picking up the money transfer. Their name on the ID must match that on the money transfer.

Sending Money to Nigeria

- Want to send money to Nigeria, where can my recipient pick up money?

Ria works with a handful of banks in Nigeria, so you have a few options to choose from. In order to find the bank that is located most conveniently to your recipient, please use our location finder. Just enter the state/province and city (they can be one and the same) where your recipient is either located in or located closest to and we will provide you with a list of banks.

- When will my recipient in Nigeria receive the money? Similar to all Ria money transfers, the order will be within minutes from the time the order is entered. Bank deposit transactions are available within 30 minutes or less from the time the order is entered

Frequently Asked Questions on RIA Money Transfer

You can send up to XAF 1 000 000 per money transfer, per month. The maximum amount you can send in 30 days is XAF 1 000 000 in line with the new exchange regulation and RIA's sending limits set up.

If you would like to send more than this, we will ask you to provide additional information and other necessary documentation that will help us ensure a safe and secure transfer per AML (Anti Money Laundering) guidelines.

*Exceptions to the money transfer limits may vary based on a number of factors, including: your recipient's location, agent location limits, and receiving country's limits

How can I find out the exchange rate for a specific country?

You can find the exchange rate for a specific country by using our Check Prices tool. Additionally, the exchange rate will also display during the send money process.

Why was my transfer put in review?

Your security is our number one priority. If we detect suspicious activity, your money transfer may be placed in review to ensure it is, in fact, you who initiated the transfer. We are sometimes required to gather additional information regarding a money transfer per US or global regulatory compliance. This might cause a delay in your transfer process but is essential in protecting you and meeting legal requirements

Why was my transfer declined?

Your transfer may be declined if:

The order contains incomplete or inaccurate information for either the recipient or the sender. We detect suspicious activity and are unable to confirm that it is an actual customer who made the transfer. The transfer does not meet Ria's internal policies. An issue with U.S. or global regulatory compliance.

How can my recipient pick up the money I send them online?

Your recipient may receive their money in one of three ways:

Bank deposit (you may deposit money directly into your recipient's bank account).

Cash pickup (your recipient may pick up cash via a local Ria agent or correspondent).

Home delivery (available in Vietnam, Philippines, Dominican Republic, and Peru).



Une prompte résolution est
notre mot d'ordre.
Prompt resolution is our
watch word.

UBA

CENTRE D'APPEL ET D'ASSISTANCE UBA
UBA CUSTOMER FULFILLMENT CENTER

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