

T24 TRANSACT R21 IMPLEMENTATION. FREQUENTLY ASKED QUESTIONS

What does core banking upgrade mean to me as your customer?

- Faster transaction processing speed.
- Enable deepening of transaction touch points e.g. ibank
- Improved system uptime.

Will the ATMs operate differently?

No. ATM experience while transacting will not be affected.

Will my money be safe during this period?

Yes, your money will be as safe as it has always been.

Will the Tariff change?

No, there will be no change in the current tariff structure applicable to product and services.

Will my account number change?

Yes. Former Banque Populaire du Rwanda accounts will change. But customers will still be able to use their old account numbers as alternate account numbers in the new system.
Former KCB Rwanda Ltd accounts will remain unchanged.

Will the interest fee on my current loan change?

No, the features for your account and other products in your portfolio remain the same.

Will my card change?

No, your card will remain until as is until expiry and subsequent renewal.

If I suspect that my account has been compromised, what should I do?

If you suspect that your account has been compromised, call our Contact Center on; +250 788 140 000 or +250 788 187 200 or via social media twitter; Facebook; Instagram.

Will my account details change?

No

Will I be able to access my account statements?

Yes. Statements will be available as usual.

Do I need to replace my ATM Card?

No. Your card will remain the same until expiry?

Do I need to replace my Cheque Book?

No. You will use the same cheque?

Will I need to update my account details?

Yes. You can update your account details if there have been recent changes to your profile e.g. a change of postal address, physical address e.t.c

Will my money be safe?

Yes. Your money will be as safe as it has always been.

Will my Debit (ATM) Card PIN change?

No

Will my Mobile Banking PIN change?

No

Will the migration affect my manual Standing Order (STO)?

No, migration will not affect your manual STO?

Will the account opening process change?

No, the process remains the same.

Will I be able to access my funds?

Yes. Nothing Changes.

Will my branch change?

No.

How does the upgrade benefit me as a customer?

Faster turnaround time on transactions. Multiple touchpoints.

Will my account transactions go through normally? e.g. ATM withdrawals?

Yes

