



## FIRST CAPITAL BANK, S.A.

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### FREQUENTLY ASKED QUESTIONS

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#### Account Opening

##### What is required to open a Current Account at FCB?

Opening an account at FCB is quick and easy. Simply visit one of our branches and present the following documents, depending on your case:

##### Individual Customers

- Valid identification document (ID/Passport/DIRE);
- Tax Identification Number (NUIT);
- Proof of income;
- Proof of residence.

##### Corporate Customers

##### Company Documents:

- Request letter for account opening;
- Up-to-date commercial certificate;
- Company NUIT;
- Business licence;



- Articles of association published in the Official Gazette;
- Minutes of appointment of account signatories or power of attorney granting authority to company representatives (if applicable).

### **Signatories' Documents:**

- Copy of valid identification document (ID, Passport, DIRE);
- NUIT;
- Proof of residence.

### **Beneficial Owners' Documents:**

- Copy of valid identification document (ID, Passport, DIRE);
- NUIT;
- Proof of residence.

### **What is a beneficial owner?**

A beneficial owner is the natural person who ultimately owns or controls, directly or indirectly, 10% or more of the company's capital or voting rights.

### **Foreign Currency Accounts:**

To open a foreign currency account, you must present an importer/exporter card or a service contract abroad and the form issued by the Bank of Mozambique. For companies registered as S.A. (public limited companies), you must provide an organisational chart showing the shareholding percentages up to the beneficial owner(s) (i.e., shareholders holding 10% or more).

### **Are there any other requirements for opening an account?**



Yes, you must also provide the minimum opening deposit, which varies according to the account type. Accounts can be opened with a minimum deposit of 1,000.00 MZN.

### **As a foreigner, can I open a Current Account at FCB?**

Yes. If you are a foreign resident, you must present your identification (original or certified copy of DIRE), NUIT, minimum deposit, and employment contract. If you are a non-resident foreigner, you must present your passport as identification.

### **Can I open a foreign currency account?**

Yes. We offer accounts that can be opened in currencies other than Metical.

### **Who can open a foreign currency account?**

Foreign currency accounts may be opened by non-residents and residents with verified foreign relations, including:

- a) Exporters;
- b) Companies or organisations;
- c) Employees of diplomatic, consular, or equivalent representations;
- d) Other entities generating or receiving foreign currency.

### **What are the rules for operating foreign currency accounts?**

1. Foreign currency accounts may be freely debited or credited with international transactions.
2. For domestic transactions:

Debits in foreign currency accounts for domestic transactions are converted into local currency, except in cases of:



- a) Repayment of foreign currency credit;
- b) Obligations under Article 121 of Notice 20/GBM/2017 of 27 December;
- c) Payments to non-resident accounts domiciled in the same territory;
- d) Term deposits;
- e) Transfers to accounts in the same name in other financial institutions for foreign payments (must be completed within 48 hours, otherwise funds are returned);
- f) Account closure.

### **Can I withdraw from my foreign currency account?**

Withdrawals from foreign currency accounts are allowed only for travel abroad and are limited to a maximum of USD 10,000 per individual aged 18 or older.

FCB may require supporting documents for any transaction, depending on circumstances.

### **What is a specific revenue account?**

A bank account opened by an exporter or investor to receive export revenues from goods and services or investment income from abroad.

An account may be "original" if opened to receive export revenues or investment income;

An account may be "converted" if a standard foreign currency account is modified into a specific revenue account.

Conversion from a specific revenue account back to a standard foreign currency account is prohibited.



### **Can minors hold an FCB account?**

Minors may open an account if emancipated (by grant or marriage) or via a legal representative who manages the account until the minor reaches legal adulthood (21 years).

#### **Requirements for minors:**

- Valid identification document;
- NUIT.

#### **Requirements for legal representatives:**

- Valid identification document (ID, Passport, DIRE);
- NUIT;
- Proof of residence;
- Proof of income.

### **What should I do if my personal information changes?**

If any personal information changes, contact your Account Manager or visit the nearest branch. Changes requiring documentation will only be processed upon submission of the required proof.

### **Can I add or remove account holders at any time?**

Yes. You must visit a branch in person, accompanied by the person you wish to add or remove, to complete the necessary documentation. New account holders must provide the documents required for account opening.

### **Cards**



### **How can I apply for an FCB card?**

Applications can be made at any branch by completing the appropriate form and presenting identification.

### **What is the cost of issuing a debit card?**

The first debit card is free; subsequent issuances are subject to the current fee schedule.

### **What is the validity of an FCB debit card?**

- Personalised debit cards: 3 years;
- Non-personalised debit cards: 1 year.

### **How do I activate an FCB card?**

The card can be activated at any ATM.

### **Can I get a debit card when opening a current account?**

Yes. Non-personalised debit cards are available for immediate issuance upon request.

### **What if I forget my PIN?**

Request card cancellation and replacement at a branch. We recommend changing the PIN at an ATM immediately after receiving the card to a secure number you can remember.

### **What if a transaction is debited twice?**

Notify FCB via a branch to reverse the duplicate transaction.

### **What if I do not recognise a transaction?**



Report it immediately to FCB through a branch or by calling +258 858000619.

### **What if an ATM withdrawal did not dispense the full amount?**

Report immediately to FCB at a branch with a completed complaint form, including ATM location, date, time, and missing amount.

### **What if my card is lost, stolen, or counterfeited?**

Immediately request cancellation via a branch or by calling 800101111.

### **Are there daily limits for card transactions?**

Yes. Limits vary by card type, transaction type, and location. Consult your branch or Account Manager.

### **Can I use my card abroad?**

Yes. FCB cards are valid for ATM and POS transactions internationally where Visa or Ponto 24 is accepted.

### **In which currency are foreign transactions debited?**

Transactions are converted into USD and then into Meticaís according to Visa's exchange rate at settlement.

## **Cheques**

### **What operations can I perform with cheques?**

A cheque is a payment order allowing you to transfer funds from one person to another via the bank.

### **How can I request cheques at FCB?**



Available to individuals and companies via a branch or e-banking.

### Types of cheques:

- **Nominative cheque:** specifies the beneficiary;
- **Bearer cheque:** payable to whoever presents it;
- **Crossed cheque:** must be deposited unless the beneficiary is a client of the issuing bank;
- **Bank cheque:** issued by the bank itself, always nominative;
- **Certified cheque:** the bank certifies sufficient funds, which are blocked until payment.

### What is cheque endorsement?

Transferring all rights from the original beneficiary to another person.

### Can I prevent cheque endorsement?

Yes, by writing “non-transferable” in the beneficiary space.

### What to do if cheques are lost or stolen?

Report immediately to FCB.

### What if a cheque is returned for insufficient funds?

Regularise within 10 days via:

- Re-presenting the cheque;
- Proof of payment;
- Approving funds in the account for 30 days.



## Savings

### What is the risk of a term deposit?

The capital is guaranteed, with no risk of loss. Deposits are protected by the Deposit Guarantee Fund in case of FCB financial issues.

### Do I need to visit a branch to open a term deposit?

Yes, by completing the appropriate form.

### Is there a minimum amount?

Yes, depending on the type of term deposit chosen.

### How are interest rates calculated?

$$\text{Interest} = \frac{\text{Capital} \times \text{Rate} \times \text{Number of days}}{365}$$

Interest is credited at maturity or renewal.

### What is the interest payment frequency?

Monthly, quarterly, or annually depending on the deposit type.

### Are interest payments taxed?

Yes, at 10% for individuals and 20% for companies.

### Can I add funds during the deposit term?

Some term deposits allow incremental deposits.

### Can I withdraw early?



Yes, partially or fully, with a penalty on interest and adjusted rate.

### **Can term deposits be in foreign currency?**

Yes, but only certain types.

### **Can I use a term deposit as collateral for a loan?**

Yes, some deposits allow this.

## **Financing**

### **What is the purpose of FCB financing?**

FCB offers financing solutions for personal and business needs, including vehicle purchase, home acquisition or renovation, and short-term business cash flow.

### **What types of financing are available?**

- Personal: consumer credit, public employee loans, housing loans;
- Business: flexible treasury support or investment credit.

### **General conditions for financing:**

- Be a client for at least 6 months with transaction history;
- No negative credit history;
- Present a blank promissory note;
- Individuals: financing must not exceed 30% of net monthly income;
- Companies: provide audited accounts or a business plan.

### **Is opening an FCB account necessary?**



Yes, except for public employee loans.

### **Best date for repayment of personal loans?**

Preferably after your salary payment date.

### **Public Employee Loan:**

Short-, medium-, or long-term financing for public employees (6–84 months).

### **Required documents for Public Employee Loan:**

- ID or passport;
- NUIT;
- Loan application form;
- Last month's bank statement;
- Updated income statement.

### **How long until loan disbursement?**

24 to 72 working hours after submitting all documents.

### **Is insurance mandatory?**

Yes, depending on loan type (life, car, multi-risk).

### **Hello Paisa and RIA**

#### **What is Hello Paisa?**

International money transfer service from South Africa to Mozambique, fast, safe, and easy. Funds can be collected at any FCB branch.



### **In which currency is Hello Paisa paid?**

Funds are paid in Meticaís, converted at the current exchange rate.

### **What is RIA?**

International money transfer service, the third-largest globally. Funds may be collected at FCB branches or deposited directly into an FCB account.

### **Are there fees for receiving funds via RIA or Hello Paisa?**

No. The sender bears all fees; the beneficiary receives the full amount.

### **How to access funds sent via RIA or Hello Paisa?**

Visit the nearest branch with ID and the code sent by the sender. For Hello Paisa, complete the appropriate form.

## **Other Products and Services**

### **What information is required for an international transfer?**

IBAN, beneficiary name and address, beneficiary bank details (SWIFT, branch, name, address), and country.

### **Will the beneficiary incur costs?**

Specify in the payment order if costs are borne by the sender or beneficiary.

### **Where can I check the current FCB fee schedule?**

The updated fee schedule is available on our website.