

LET'S TALK MONEY

Issue 13



Keep your account active.

Do you have a dormant or inactive bank account?

Clients sometimes open a bank account, transact (deposit and withdraw money) for a while, and then forget about the account. When no transactions occur on an account for a certain period of time, the Bank flags these accounts as "dormant".

When is an account dormant or inactive?

Most banks classify savings and current accounts as dormant or inactive when these accounts have no activity other than transactions initiated by the bank, such as interest and charges, over a specific period of time. The word "dormant" and the idea "dormant account" were developed by banks to monitor accounts that are not regularly used. When there is no activity on a current account such as a Cheque, Transaction, Ipeelee or Selekt account, for a period of three consecutive months (90 days), Bank Gaborone will classify the account as dormant.

Why is a dormant or inactive account undesirable?

- If you do not formally close the account, a monthly service fee may be deducted from the account until it is activated or closed.
- You may also be inconvenienced by the fact that services on your account are discontinued e.g. your card will not be accepted by our ATMs and be declined at Point-of-Sale devices, until your account is activated.

Banks incur high costs to maintain dormant accounts and to regularly monitor them in order to protect dormant account holders against possible fraudulent activities on their accounts. A concerted effort is made by Bank Gaborone to contact a client and establish the reasons for the dormancy status of their account. Kindly ensure that your contact details at Bank Gaborone are correct to streamline this process.

How can you avoid a dormant account?

- Review what bank accounts you have at Bank Gaborone and other banks
- Transact on these accounts on a monthly basis
- Only keep those accounts that you need. You can also consolidate your accounts to earn better returns – make sure that your account is tailored for your specific needs.
- Formally close any accounts that you do not need or do not use
- Ensure that you identify all stop orders and direct debit authorizations and discontinue them before closing the account
- Always ensure that your bank has your latest contact details

Ensure that you receive updated information on Bank Gaborone's products. Visit our website at www.bankgaborone.co.bw regularly. This way you will know that you have the best banking deal. You are responsible for knowing the status of your bank accounts. Please do not ignore notices or statements that you receive from the Bank. Reconcile all your Bank Accounts on a monthly basis.

What happens to the money in a dormant or inactive account?

The funds in a dormant or inactive account is payable on demand by the Bank to the account holder. If you would like to find out more about the status of your accounts at Bank Gaborone or would like to activate a dormant account, please do not hesitate to contact your nearest Bank Gaborone Branch Manager.

For further information about this article or Bank Gaborone products and services, please contact one of our branches:

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Bank Gaborone

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