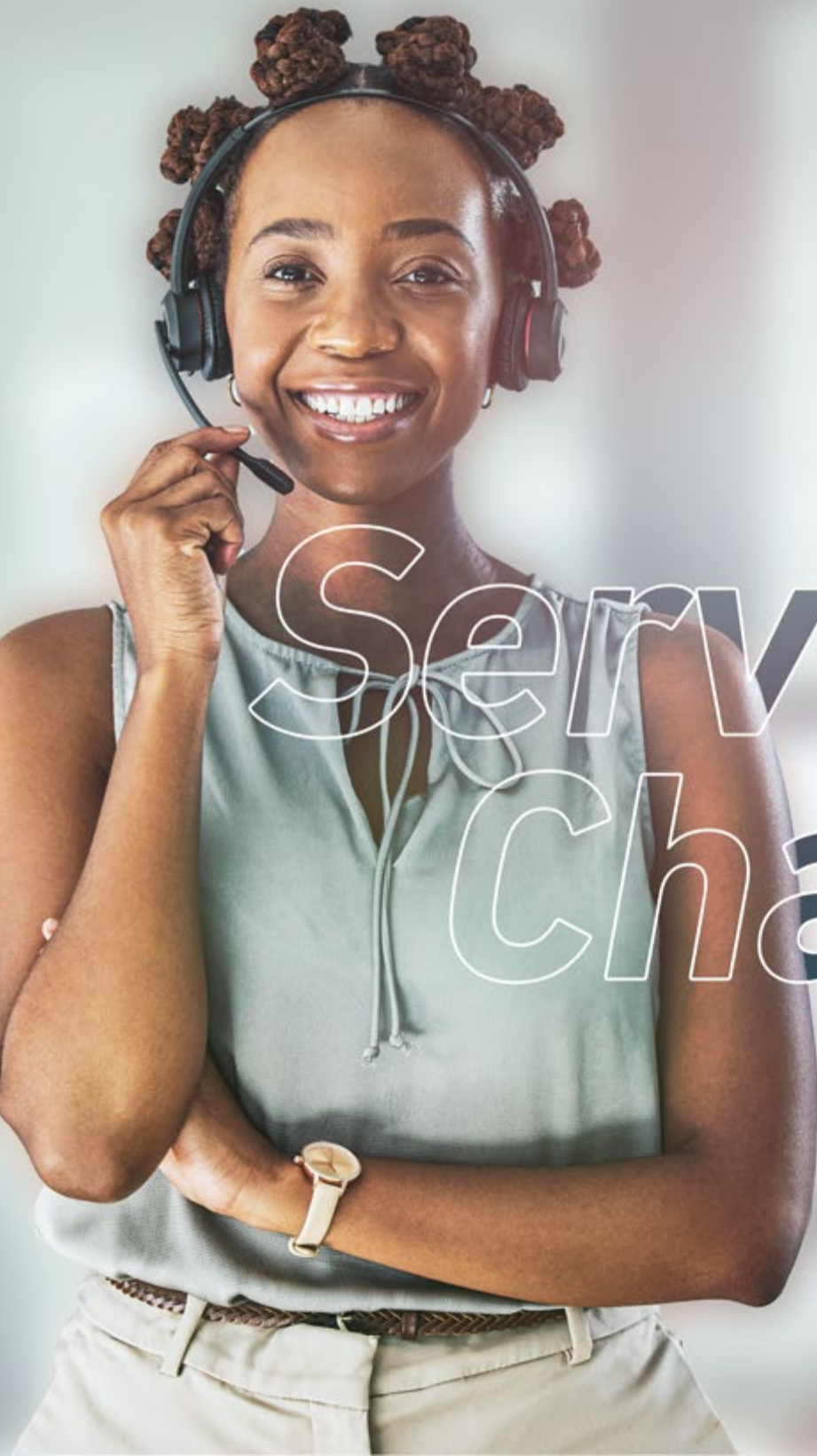


bpr

BANK



Service Charter



Servi
Cha

A silhouette of a woman in a business suit stands by a large window, looking out at a city skyline during a golden sunset. The scene is bathed in warm, orange light. In the foreground, a desk with a laptop and two glasses is visible.

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1.0 Intangiriro

Inyandiko ngenderwaho mumitangire ya serivisi yacu yerekana neza uburyo twiyemeje guha abakiriya bacu serivisi zibanyura aho dutangira serivisi hose. Inerekana kandi indangagaciro zacu, uburenganzira bwawe, ibyo ugomba ugomba kutwitegaho, uko wadufasha kurushaho kuguha serivisi nziza n'uburyo watugeraho mu gihe ufite ibyo usaba, hari serivisi utishimiye cyangwa kutubora uko wakiriye serivisi wahawe.

1.1 Abo turi bo

Turi ishami rya KCB Group ari nayo banki ya mbere muri Afrika y'iburasirazuba no hagati ugendeye ku mutungo ifite, umurage w'imyaka irenga mu 120 hamwe n'umuyoboro mugari w'amashami muri Kenya, Uganda, Tanzaniya, u Rwanda, Burundi, Sudani yepfo na Etiyopiya. Twishimiye gukuza igitekerezo cyihariye, aricyo cyo gushyiraho umuyoboro w'ishami-rimwe rukumbi- mu gutanga serivise z'imari ijyanye nibyo abakiriya bacu bakeneye kandi bahisemo. Gutanga serivisi kwacu bikubiyemo icyerekezo n'indangagaciro zacu kandi nazo zikaba urufatiro rw'ibyemezo n'ibikorwa byacu.

1.1.1 Icyerekezo cyacu

Kuba amahitamo ya mbere ku bashaka ibisubizo mu bijyanye na serivisi z'imari muri Afurika no kw'isi yose.

1.1.2 Intego zacu

Kuza kw'isonga mu mikorere myiza ari nako tuzamuka ku isoko ry'imigabane bityo tukabasha kuba amahitamo ya mbere ku bashaka ibisubizo mu bijyanye na serivisi z'imari muri Afurika no kw'isi yose.

1.1.3 Indangagaciro zacu

- Kuba hafi: hafi y'abakiriya bacu, kwita ku bo dukorana tuzamura imibereho yabo
- Gukorera hamwe: itsinda rimwe, riranga ibya banki rikagera no mu bijyanye n'ubuzima bwa buri muni, rihujwe n'ibitekerezo bishya bigendeye ku ikoranabuhanga.
- Kuba abanyamurava: Kutemera kuguma ahantu hamwe, gukorana intego n'icyerekezo tuyobowe n'ubwenge n'umutima.

1.1.4 Icyerekezo cyacu mu gutanga serivisi zishimirwa n'umukiriya

Kubaka ihuriro ry'abantu badufitiye icyizere banakorera BPR ubuvugizi kw'isi yose.

1.1.5 Intego yacu ijyanye no guha abakiriya serivisi nziza

Guha buri mukiriya wacu serivisi zimunyura azahora yibuka, abari abakiriya bagahinduka ihuriro ry'abantu batwizera binyuze mu ndagagaciro zacu zo kuba hafi, gukorera hamwe no kuba abanyamurava.

1.2 Imyizerere yacu my mitangire ya serivisi: (4E's)

- Kugaburira amarangamutima yawe: Tuguha umwanya wo kukumva, tuzana ibyishimo n'ubunyamwuga mu buryo tuvugana nawe.
- Ibisubizo tuguha bigomba kuba bijyanye n'ibyo ukeneye, amahitamo yawe n'ibyo utwitezeho
- Kukorohereza : Tugushyiriraho uburyo butandukanye bwo kugera kuri serivisi zacu, bitakugoye, bwizewe kandi mu mutekano usesuye.
- Kuba indashyikirwa mu mikorere: Tukugezaho serivisi zihariye zisobanutse kandi zihuta, mu myitwarire yuje ikinyabupfura, kugira intego n'ubunyamwuga.

1.3 Your Rights as Our Customer:

Nk'umukiriya, ufite uburenganzira bwo

- Kwerekwa ko agaciro, icyubahiro n'umunyamwuga mu buryo uhabwamo serivisi
- Kubona neza amakuru y'ukuri, ku gihe kandi yizewe.
- Kubikirwa makuru no gukorana natwe mu muhezo no mw'ibanga.
- Kwizezwa gukorera mu mucyo no mu kuri mu gihe akorana natwe
- Kudusangiza ibitekerezo byawe ntacyo wishisha
- Kugera kuri serivisi zacu mu buryo bujyanye nibyo ukeneye kandi bikworoheye.

1.4 How you Can Help us:

Ushobora kudufasha kuzamura urwego rw'imitangire ya serivisi zacu tukagufasha nk'uko twabiyemeje:

- Utanga amakuru cyangwa inyangwa byuzuye, by'ukuri kandi mu gihe gikwiye.
- Kuduha ibitekerezo byawe, ibyifuzo n'ibitekerezo.
- Kugenzura amakuru yawe y'imari na konte zawe ukurikije amabwiriza n'amabwiriza byashyizweho.
- Gukurikiza ibisabwa n'amategeko n'izindi nshingano nkuko bisabwa n amategeko agenga inganda na leta yacu.
- Gukorana abakozi bacu mu cyubahiro n'ikinyabupfura.

Urwego rwa serivisi zacu:

Twiyemeje kukugezaho serivisi zo mu rwego rwo hejuru mu buryo bukurikira.

SERIVISI	IBIJYANYE NAYO	IBYO WIYEMEJE
Ibibarizwa kuri gishe	Ibisubizo byihuse kubyo mwasabye	Ibyo wemerewe: <ul style="list-style-type: none"> Igihe ikibazo cyawe kizasubirizwa kandi igisubizo ugiharerwe muri icyo gihe. Igisubizo cy'ako kanya ku muntu ikizanye bwa mbere ku bibazo bihora bibazwa bidasabwa gukurikiranwa Tukubwira aho ikibazo cyawe kigeze buri masaha 48 ku bibazo bisaba gukurikiranwa cyangwa gukorerwa ubugenzuzi.
Ibibarizwa kuri telefone	Ibisubizo byihuse ku bibazo bitangirwa kuri telefone	Ibyo tuzakora: <ul style="list-style-type: none"> Kwitaba ako kanya telephone itarasona inshuro zirenze 2 Gutanga igisubizo ako kanya ku bibazo bidasaba gukurikiranwa Gutanga ibisubizo mu minota 30 ku bibazo bisaba gukurikiranwa Gutanga ibisubizo mu masaha 48 ku bibazo bikomeye bisaba gukorerwa ubushakashatsi
Ibibarizwa kuri email	Ibisubizo byihuse ku bibazo bitangirwa kuri email	Ibyo tuzakora: <ul style="list-style-type: none"> Gutanga ibisubizo mu masaha 12 ku bibazo bidakeneye gukurikiranwa Gutanga ibisubizo mu masaha 48 ku bibazo bikomeye gukorerwa ubushakashatsi
Ibibazwa binyuze mu nyandiko	Ibisubizo byihuse ku bibazo binyujijwe mu nyandiko	Ibyo tuzakora: <ul style="list-style-type: none"> Gutanga ibisubizo mu masaha 24 tukimara kwakira inyandiko Gutanga ibisubizo mu gihe cyumvikana tugenda tukumenyesha aho bigeze ku bibazo bigoye bikomeye gukorerwa ubushakashatsi
Ibibazo by'abakiriya	Gutanga ibisubizo byihuse, bihamye kandi byumvikana.	Byo tuzakora: <ul style="list-style-type: none"> Gutanga ibisubizo ako kanya ku bibazo bidasaba gukurikiranwa. Gutanga ibisubizo mu masaha 24 ku bibazo bisaba gukurikiranwa. Gutanga ibisubizomu masaha 24 no mu masaha 48 tumenyesha aho bigeze n'iminsi 30 ku ibazo bikomeye bisaba gukorerwa ubushakashatsi
Ibitekerezo n'inyunganizi by'abakiriya	Gusaba ibitekerezo n'inama mu buryo	Tuzakangurira abakiriya bacu kuduha ibitekerezo byabo binyuze mu bushakashatsi bwakozwe, imbuga nkoranyambaga, nimero y'itumanaho, email, urubuga rw'ibiganiro, (SMS) no mu bakozi bacu.
Gukurikirana ibyasabwe n'abakiriya	Gutunganya ibyasabwe n'abakiriya mu gihe gito kandi neza.	Tuzaharanira gukora gukurikirana no gusubiza ibyasabwe n'abakiriya neza, vuba tugendeye kuri politike tugenderaho, mu gihe umukiriya yujuje ibisabwa byose.
Product Application processing	Efficiently and promptly process all applications	We will endeavor to process applications efficiently, speedily and in accordance with our internal policies, provided all prerequisites are met by the customer.

SERIVISI	IBIJYANYE NAYO	IBYO WIYEMEJE
SERIVISI ZO KU MASHAMI		
Ibibazo rusange	Igihe cyo gutegereza	Iminota 15
SERIVISI ZIJYANYE NAKONTI		
Gufungura konti y'umuntu ku iti cye	Gufungura konti muri sisitemu	Nyuma y'iminota 7 hatanzwe ibisabwa byose
	SMS y'ikaze	Mu masaha 48
	Gutunganya imikoreshereze ya banki kuri interineti	Iminota 15
	Ikarita na PIN bihita bitangwa ako kanya	Iminota 7
	Gusaba ikarita n'agatabo ka sheki	Akokanya ukimara gufungura konti unamazed gusaba agatabo ka sheki mumashami y'iKigali, n'iminsi 4 mu zindi ntara
Ikarita ya banki/umubare w'ibanga byabonetse	Umukiriya amenyeshwa kuza kubitwara nyumay'iminsi 10 y'akazi.	
Tariki yo gusaba agatabo ka sheki	Agatabo ka sheki kabonetse	Iminsi 3 y'akazi kuva
	Kureba uko konti ihagaze	Iminota 5
Konti z'ibigo by'ubucuuzi	Sisitemu yo gufungura konti (BPM)	Iminota 7
	Gusaba ikarita/ agatabo ka sheki	Ako kanya ukimara gufungura konti, ugomba kubanza kubisaba
	Ikarita na PIN byabonetse	Ushobora kubifata ku ishami mbere y'ukezi
	Agatabo ka sheki kabonetse	Iminsi 3 y'akazi kuva ku itariki wafungurijeho konti
	Gushyirirwaho uburyo bwo kureba ukokontiihagazi kuri email	Iminota 5
	Gushyirirwaho e-statement	Iminota 15
Guhagarika kwishyurira kuri sheki	Gutanga no kwemeza amabwiriza	Akokanya ukubisaba
Statements Production	Konti zisanzwe	Iminota 10 nyuma yo kubisaba
	Konti z'ubwizigame	Iminota 10 nyuma yo kubisaba
	Konti z'inguzanyo	Iminota 10 nyuma yo kubisaba
	Ikarita y'inguzanyo	Iminota 10 nyuma yo kubisaba
	Ikarita isanzwe	Iminota 10 nyuma yo kubisaba
Konti z'ababa hanze y'u Rwanda	Kwikira impapuro zo gusaba kuyifungura binyuze kuri email yanditswe	Amasaha 24 nyuma yo kuzuza ibisabwa byose
Gusaba kujya umenyeshwa ibijyanye na konti	Gusaba kubikorera	Iminota 15
Gusaba gufungirwa konti	Gusaba ko bikorwa	Iminota 15
Gusaba ibyakorewe kuri konti	Ubanje kubisaba	Iminota 10





SERIVISI ZA BANKI Z'INYUNGANIZI		
ATM	Igihe ATM iba ikora	Igihe cyose
	Kubikuzwa/Kureba asiaye/ Raporontoya kuri ATM	Igihe cyose
	Igihe amafaranga yo gukoresha ahari	Igihe cyose
	Ubwizerwe by'amafaranga atanzwe	Igihe cyose
	Kubitsa	Ako kanya
	Gusubiraho ihagarikwa ry'amafaranga (ATM yo kw'ishami)	Amasaha 24
	Gusubiza inyuma igikorwa (Kuri POS za BPR)	Iminsi 7
	Gusubiza inyuma igikorwa (Kuri POS izitari iza BPR)	Iminsi 30
	Ikarita yaheze mu cyuma cya ATM	Iminota 15- Kuri ATM yo kuri banki
		Amasaha 24 - Kuri ATM itari iyo kuri banki
	Guhagarika ikoresheya ry'ikarita ya ATM yibwe/yatakaye	Ako kanya ukimara kubisaba
	Gusimbuza ikarita ya ATM	Iminsi 7
Serivisi za banki kuri interineti	Konti z'abantu ku giti cyabo: Gushyiraho imikoreshereze	Iminota 30
Guhindura ijamba ry'ibanga		Iminota 15 cyangwa ugakoreshe uburyo bwo kuryihidurira
Serivisi za banki kuri interineti	Impinduka	Iminota 30
	Konti z'ubucuruzi: uburyo bw'imikoreshereze	Isaha 1
	Guhindura ijamba ry'ibanga	Iminota 15 cyangwa ugakoreshe uburyo bwo kuryihidurira
	Impinduka	Iminota 30
Serivisi za banki kuri telefone	Igihe iba ikora	Igihe cyose
	Kureba asigayeho	Ako kanya
	Kugura ikarita ya telefone	Ako kanya
	Gusaba raporo ngufi	Ako kanya
	Kohereza amafaranga ava kuri konti ajya ku yindi konti	Iminota 5
SERIVISI ZA ZA BANKI KU BIGO		
Igihe serivisi zo kuri gishe zimara	Gushyira amafaranga kuri konti	Iminota 3
	Gukura amafaranga kuri konti	Iminota 3
	Kongerera gukoresha sheki	Iminota 5
	amafaranga hagati ya konti 2	Iminota
	Kubitsa no kubikuzwa amafaranga yo mu mahanga	Iminota 5
	Serivisi za Western Union/ MoneyGram	Iminota 5
Kwimura amafaranga kuri sheki yatanze	Sheki zo muri banki	Isaha 1
	Sheki zatanze mbere ya saa sita	Umunsi umwe
	Sheki zatanze nyuma ya saa sita	Umunsi w'akazi ukurikiraho

SERIVISI ZO KOHERERZA AMAFARANGA

Amafaranga atangwa igihe runaka kigeze	Imikoreshereze	Uwo muni
	Ibihindurwa	Uwomunsi
	Ibihagarikwa	Uwomunsi
Amafaranga asohoka	RTGS Processing – Amafaranga y'u Rwanda	Iminota 30
	SWIFT	Iminota 30
Inward Remittances	RTGS – Amafaranga y'u Rwanda n'ayo mu mahanga	Iminota 30
	SWIFT	Iminota 30
Gusubiza amafaranga	RTGS	Inguzanyo y'uwo muni – Ku mabwiriza yatanze mbere ya 2:30
		Inguzanyo yo ku muni ukurikiraho - Ku mabwiriza yatanze mbere ya 2:30
	SWIFT	Umunsi 1
Gutanga imishahara	Kwimura amafaranga kuri sheki yatanze	Amasaha 24- Muri banki
		Amasaha 24- Hagato yacu n'izindi banki
	Serivisi ya Quick Pay	Inguzanyo y'uwo muni – Ku mabwiriza yatanze mbere ya saa kumi
		Inguzanyo yo ku muni ukurikiraho - Ku mabwiriza yatanze mbere ya saa kumi

SERIVISI Z'UBUCURUZI

Garanti ya banki	Ingwate ya avanse y'isoko	Hagati y'umunsi 1 n'imini 5 (Umunsi 1 iyo hatanzwe amafaranga)
	Kwishingira kurangiza akazi	Hagati y'umunsi 1 n'imini 5 (Umunsi 1 iyo hatanzwe amafaranga)
	Kwishingira avansi ku mushahara	Hagati y'umunsi 1 n'imini 5 (Umunsi 1 iyo hatanzwe amafaranga)
	Kwishingira ibigo by'imari	Hagati y'umunsi 1 n'imini 5 (Umunsi 1 iyo hatanzwe amafaranga) cyangwa hatanzwe ingwate
Amabarurwa y'inguzanyo	Gutanga ibarurwa y'inguzanyo yo kwinjiza ubicuruzwa mu gihugu	Hagati y'umunsi 1 n'iminsi 10

INGUZANYO NA AVANSE

Inguzanyo ku mushahara	Kwemeza Nyuma yo kwemeza	Iminota 30 Isaha 1
Inguzanyo y'umuntu ku giti cye idakurwa ku mushahara	Kwemeza	Iminsi 2 y'akazi
	Nyuma yo kwemeza	Umunsi 1 w'akazi
Inguzanyo y'umuntu ikurwa ku mushahara	Kwemeza	Iminsi 2 y'akazi
	Nyuma yo kwemeza	Umunsi 1 w'akazi
Inguzanyo y'umuntu ku giti cye idakurwa ku mushahara	Kwemeza	Iminsi 2 y'akazi
	Nyuma yo kwemeza	Iminsi 5 y'akazi
Inguzanyo y'umuntu ku giti cye/kubaka ikurwa ku mushahara	Kwemeza	Iminsi 4 y'akazi
	Nyuma yo kwemeza	Iminsi 5 y'akazi

Inguzanyo ku bigo by'ubucuruzi bito n'ibiciririte	Kwemeza	Iminsi 4 y'akazi
	Nyuma yo kwemeza	Iminsi 3 y'akazi
		Iminsi 5 y'akazi –Hakenewe ubwishingizi byo kunononsora.
Inguzanyo zigenewe ibigo	Kwemeza	Iminsi 9 y'akazi
	Nyuma yo kwemeza	Iminsi 9 y'akazi
Inguzanyo zigenewe ibigo	Kwemeza	Iminsi 9 y'akazi
	Nyuma yo kwemeza	Iminsi 5 y'akazi
Kuvugura ibigo	Kwemeza	Iminsi 8 y'akazi
	Nyuma yo kwemeza	Umunsi 1 w'akazi
Imitungo y'ikigo (Nshyashya)	Kwemeza	Iminsi 9 y'akazi
	Nyuma yo kwemeza	Umunsi 1 w'akazi
Imitungo y'ingoboka(Kuvugurura)	Kwemeza	Iminsi 9 y'akazi
	Nyuma yo kwemeza	Umunsi 1 w'akazi
SERIVISI ZO		
migabane	Kugura	Byoherezwa aba komisiyoneri mu masaha 2 nyuma yo kwakirwa
	Kigurisha	Byoherezwa aba komisiyoneri mu masaha 2 nyuma yo kwakirwa
Kwimura imigabane mu buryo bw'ibanga	Imigabane muri konti ya CDS	Kugeza ku kwezi 1
Private Transfer of Shares	Imigabane mu buryo bwa seritifika	Kugeza mu mezi 2
	Imigabane muri konti ya CDS	Kugeza ku kwezi 1
CDS Account	Imigabane mu buryo bwa seritifika	Kugeza mu mezi 2
	Gufungura konti	Iminsi 2 y'akazi
	Impinduka kuri konti- Umukono/ aderesi/amazina/abahagararizi	Iminsi 2 y'akazi
migabane	Sales orders	Byoherezwa aba komisiyoneri mu minsi 1 nyuma yo kwakirwa
	Purchase orders	Byoherezwa aba komisiyoneri mu minsi 1 nyuma yo kwakirwa
Sheki zigabanyije	Hagarika kwishyura kuri konti zigabanyije	Iminota 15
SERIVISI ZIJYANYE N'IKARITA ZO GUHAHA N'IKARITA ZISANZWE		
Ikarita yo guhaha nshya	Kwemeza	Iminsi 2
	Igihe ibonekera	Iminsi 10 y'akazi
Ikarita isanzwe nsha	Kwemeza	Umunsi 1 w'akazi
	Igihe ibonekera	Iminsi 10 y'akazi
Kongera ubushobozi bw'ikarita yo guhaha	Kwemeza	Umunsi 1
	Kongera amafaranga ntarengwa	Umunsi byemerejweho
Guhindura amakuru yerekeranye na konti	Email/Aderesi y'iposita,numero ya telefone, ayo wishyura kw'ijana/uburyo, uburyo bwo kwakira raporo (kw'iposita, kuri email), inshuro wakira raporo, ibyerekeye konti ya banki.	Umunsi 1

Card Maintenance	Kubyutsa ikarita yo guhaha imaze igihe idakora	Iminota 15
	Gufunga ikarita zatakaye/zibwe	Iminsi 10 y'akazi
	Gusimbuza ikarita zangiritse/zatakaye	Iminsi 10 y'akazi
	Kuvugurura ikarita yarengeje igihe	Iminsi 10 yakazi
	Kusaba kugera kuri raporo mu buryo bw'ikoranabuhanga	Iminsi 2 y'akazi
	Gukuraho amakarita ataratwawe na ba nyiranyo	Amezi 3 uhereye ku itariki yakiriwe ku ishami
	Guhagarika ibikorwa (Atari kuri -POS) Guhagarika ibikorwa (Kuri POS)	Iminsi 5 y'akazi
	Gusubizwa ayakuwe ku ikarita mu buryo nyirayo atemera – VISA Card	Iminsi 30 – Kwishyurwa
		Iminsi 30 y'inyongera- mu gihe habayeho kuburana
	Gusubizwa ayakuwe ku ikarita mu buryo nyirayo atemera – VISA Card	45 days – Chargeback
		Additional 45 days- If recommended for arbitration
SERIVISI Z'AMAFARANGA		
Amafaranga adahinduka ashwirwaho	Shyiraho no gukurikiza amabwiriza mashya	Iminota 5
	Gutanga resi	Iminota 2
	Gukurikiza amabwiriza yo kuyakuraho mbere y'igihe cyateganyijwe	Iminota 5



1.0. Isesengura ry'iyi nyandiko

Gukurikirana no gusuzuma imitangire ya serivisi hagendewe ku bipimo bigaragara muri iyi nyandiko

- Gukora isuzuma ngarukamwaka ry'urwego rw'ibipimo biri muri iyi nyandiko hagendewe ku bitekerezo byanyu n'uko imikorere ihagaze.
- Gusubira muri iyi nyandiko buri myaka itatu.

2.0. Uko mwatugeraho

Aderesi y'iposita:

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Contact Centre: +250 788140000, +250 788187200.

Email: info@bpr.rw

Facebook Page: BPR Bank Rwanda Plc

Twitter Handle: @BPRbank.rw, @BPRbankcares

Call line: +250 0788140000 or 5222 / +250 788187200 or 1500

3.0. Amashami yacu

Tubafitiye serivisi igendeye ku muyoboro umwe rukumbi w'amashami mu rwego rwo gufasha abakiriya bacu kugera kuri serivisi z'imari mu Rwanda hose.

NO	NAMES	REGION
1	BPF BRANCH	KIGALI A
2	HOF BRANCH	KIGALI A
3	KAMONYI BRANCH	KIGALI A
4	MIC BRANCH	KIGALI A
5	MUGINA OUTLET	KIGALI A
6	MUSAMBIRA OUTLET	KIGALI A
7	NYABUGOGO BRANCH	KIGALI A
8	NYAMIRAMBO BRANCH	KIGALI A

NO	NAMES	REGION
1	CYARUBARE OUTLET	EAST
2	FUMBWE BRANCH	EAST
3	GISHARI BRANCH	EAST
4	KAYONZA BRANCH	EAST
5	GISHARI BRANCH	EAST
6	KABARONDO BRANCH	EAST
7	KABARORE BRANCH	EAST
8	KARANGAZI OUTLET	EAST
9	KAREMBO OUTLET	EAST
10	KAYONZA BRANCH	EAST
11	KIGABIRO OUTLET	EAST
12	KIRAMURUZI BRANCH	EAST
13	KIREHE BRANCH	EAST
14	MATIMBA BRANCH	EAST
15	MIMURI OUTLET	EAST
16	MUGERA OUTLET	EAST
17	MUHURA BRANCH	EAST
18	MUTENDERI OUTLET	EAST
19	NASHO OUTLET	EAST
20	NGARAMA BRANCH	EAST
21	NGOMA BRANCH	EAST
22	NYAGATARE BRANCH	EAST
23	RUKARA BRANCH	EAST
24	RUKOMO BRANCH	EAST
25	RWAMAGANA BRANCH	EAST
26	RWIMIYAGA OUTLET	EAST
27	SAKE BRANCH	EAST

NO	NAMES	REGION
1	BUGESERA BRANCH	KIGALI B
2	GASHORA OUTLET	KIGALI B
3	GIKONDO BRANCH	KIGALI B
4	GISOZI BRANCH	KIGALI B
5	KABUGA BRANCH	KIGALI B
6	KBC BRANCH	KIGALI B
7	KICUKIRO BRANCH	KIGALI B
8	KIMIRONKO BRANCH	KIGALI B
9	KINAMBA OUTLET	KIGALI B
10	KISIMENTI BRANCH	KIGALI B
11	MASAKA OUTLET	KIGALI B
12	RUHUHA BRANCH	KIGALI B

NO	NAMES	REGION
1	BASE BRANCH	NORTH
2	BUKURE OUTLET	NORTH
3	BUNGWE BRANCH	NORTH
4	BURERA BRANCH	NORTH
5	BUSOGO BRANCH	NORTH
6	CYANIKA BRANCH	NORTH
7	GAKENKE BRANCH	NORTH
8	GATUNA OUTLET	NORTH
9	GICUMBI BRANCH	NORTH
10	KAJEVUBA BRANCH	NORTH
11	KINIHIRA BRANCH	NORTH
12	KINYABABA OUTLET	NORTH
13	KINYAMI BRANCH	NORTH
14	MUSANZE BRANCH	NORTH
15	NKOTSI OUTLET	NORTH
16	REMERA OUTLET	NORTH
17	RUGENGABARI OUTLET	NORTH
18	RULI BRANCH	NORTH
19	RULINDO OUTLET	NORTH
20	RUSHAKI OUTLET	NORTH
21	RUSHASHI BRANCH	NORTH
22	RUTARE BRANCH	NORTH

