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PUBLIC NOTICE

NOTICE OF TEMPORARY CLOSURE OF THE REAL TIME GROSS SETTLEMENT (RTGS) AND AUTOMATED CLEARING HOUSE (ACH) SERVICES

The Bank of Uganda (BoU) wishes to inform financial institutions, Government entities, businesses and the general public that the **Real Time Gross Settlement (RTGS)** and **Automated Clearing House (ACH)** services will be temporarily unavailable from **5:00 p.m. on Thursday, 5 November 2026, to 9:00 a.m. on Monday, 9 November 2026,** to facilitate a planned system upgrade and support the seamless flow of payments within the East African Community (EAC).

This upgrade forms part of the BoU's ongoing efforts to strengthen the efficiency, reliability, resilience and interoperability of Uganda's national payments infrastructure in line with international standards. It also supports implementation of the East African Community (EAC) Cross-Border Payment System Masterplan, approved by the Governors of the EAC Central Banks, which aims to facilitate seamless, secure and efficient payment flows across EAC Partner States.

During the closure period, RTGS and ACH transactions will not be available. Financial institutions, Government entities, businesses, and individuals are therefore advised to make the necessary arrangements in advance and process any time-sensitive payments before the closure period begins.

Customers requiring guidance on transaction-specific arrangements, including available alternative payment channels, should contact their respective financial institutions.

The BoU will provide updates as necessary and will issue a public notice upon successful restoration of the upgraded services.

The BoU regrets any inconvenience this temporary service interruption may cause and appreciates the understanding and cooperation of all stakeholders as it continues to enhance Uganda's critical payments infrastructure.

For further information, please contact:
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MANAGEMENT
Tuesday, 3 November 2026