

BUSINESS BANKING TARIFF FOR PRODUCTS AND SERVICES EFFECTIVE 15TH JANUARY 2024

PRODUCT/ SERVICE	ULTRA SEGMENT	PREMIUM SEGMENT	BUSINESS ADVANTAGE SEGMENT	COMMUNITY CURRENT ACCOUNT
MONTHLY MAINTENANCE FEES				
Current Account (ZMW)	ZMW350.00	ZMW230.00	ZMW10.00	ZMW100.00
Foreign Currency Accounts (USD)	US\$20.00	US\$20.00	US\$15.00	US\$15.00
Foreign Currency Accounts (GBP)	GBP 20.00	GBP 20.00	GBP6.00	GBP6.00
Foreign Currency Accounts (EUR)	EUR 20.00	EUR 20.00	EUR8.00	EUR8.00
Foreign Currency Accounts (ZAR)	ZAR 400.00	ZAR 400.00	ZAR10.00	ZAR10.00
MINIMUM BALANCE				
Term Deposits Account	ZMW10,000.00	ZMW5,000.00	ZMW3,000.00	ZMW3,000.00
Call Account. Interest is earned on amounts above K2000.00	Nil	Nil	Nil	Nil
WITHDRAWALS				
ATM withdrawal				
ATM withdrawal at Zanaco ATM (per succesful transaction)	ZMW10	ZMW10	ZMW10	ZMW10
ATM withdrawal other banks (per withdraw)	ZMW20	ZMW20	ZMW20.00	ZMW20.00
ATM withdrawal international	ZMW20 + 1.5%, max ZMW 50	ZMW20 + 1.5%, max ZMW 50	ZMW15.00 + 1.5%, max ZMW 50.00	ZMW15.00 + 1.5%, max ZMW 50.00
Point of Sale (POS) cash withdrawal				
POS cash withdrawal at Zanaco Xpress Agent				
K0 - K150	ZMW6.50	ZMW6.50	ZMW6.50	ZMW6.50
K151 - K250	ZMW7.50	ZMW7.50	ZMW7.50	ZMW7.50
K251 - K500	ZMW 8.00	ZMW 8.00	ZMW 8.00	ZMW 8.00
K501 - K1,000	ZMW 8.50	ZMW 8.50	ZMW 8.50	ZMW 8.50
Above K1,000	ZMW 900	ZMW 900	ZMW 900	ZMW 900
Mobile Banking Cardless Withdraw (Cashout)				
K0 - K150	ZMW8	ZMW8	ZMW8	ZMW8
K151 - K250	ZMW8.50	ZMW8.50	ZMW8.50	ZMW8.50
K251 - K500	ZMW 900	ZMW 900	ZMW 900	ZMW 900
K501 - K1,000	ZMW 10.00	ZMW 10.00	ZMW 10.00	ZMW 10.00
Above K1,000	ZMW 10.50	ZMW 10.50	ZMW 10.50	ZMW 10.50
NFS Xpress Off Us (Other bank POS @Zanaco Xpress)	1.5% of Amount Withdrawn [Max. ZMW20] + ZMW 5 [Flat fee]	1.5% of Amount Withdrawn [Max. ZMW20] + ZMW 5 [Flat fee]	1.5% of Amount Withdrawn [Max. ZMW20] + ZMW 5 [Flat fee]	1.5% of Amount Withdrawn [Max. ZMW20] + ZMW 5 [Flat fee]
Over the Counter (OTC) withdrawal at any Zanaco Branch				
OTC cash/ cheque withdrawal at Zanaco Branch	ZMW 150.00	ZMW 150.00	ZMW 150.00	ZMW 150.00
Excessive encashment of K 25,000.00 and above or equivalent. For amounts above K100,000.00 customer is to give 48 hours notice	Free	Free	Free	Free
DEPOSITS 'Deposits - per transaction'				
Point of Sale (POS) cash deposit				
POS cash deposit at Zanaco Xpress Agent	Free	Free	Free	Free
Over the Counter (OTC) cash deposit at any Zanaco branch				
OTC cash deposit into accounts	Free	Free	Free	Free
OTC Bulk cash deposits of coins	Free	Free	Free	Free
OTC Bulk cash deposits in excess of K 100,000.00	Free	Free	Free	Free
Bulk Cash Deposit FCY (Above US\$10,000)	0.5% of throughput value (Applicable to monthly deposits above threshold)	0.5% of throughput value (Applicable to monthly deposits above threshold)	Free	Free
CIT	Vendor cost plus Margin	Vendor cost plus Margin	N/A	N/A
Bulk Deposit Machine	Quotation available	Quotation available	N/A	N/A
Cheque Deposits				
OTC Cheque deposits for Zanaco cheques (Charged to the drawer's account) Per transaction	ZMW 10	ZMW 10	ZMW 10	ZMW 10
Deposit Books				
Deposit book numbered unpersonalised - 50 duplicate leaves	ZMW 50.00	ZMW 50.00	ZMW 50.00	ZMW 50.00
Customised Deposit Book	Full Cost	Full Cost	Full Cost	Full Cost
FUNDS TRANSFERS (per successful transaction)				
Over the Counter (OTC) Funds Transfer				
OTC funds transfer within Zanaco	ZMW 20.00	ZMW 20.00	ZMW 20.00	ZMW 20.00
OTC funds transfer to other banks (upto K500,000.00 - DDACC)	ZMW 100.00	ZMW 100.00	ZMW 25.00	ZMW 100.00
OTC funds transfer to other banks (above K500,000.00 - RTGS)	ZMW 100.00	ZMW 100.00	ZMW 50.00	ZMW 100.00
Mobile Banking (XAPIT) Transfers				
K2,000.00 and Below	ZMW 700	ZMW 700	ZMW 700	ZMW 700
Above K 2,000.00	ZMW 10.00	ZMW 10.00	ZMW 10.00	ZMW 10.00
Funds transfer to other banks (DDACC)	ZMW 20.00	ZMW 20.00	ZMW 10.00	ZMW 20.00
Funds transfer to other banks (RTGS)	ZMW 75.00	ZMW 75.00	ZMW 40.00	ZMW 75.00
PAYMENTS (per successful transaction)				
Mobile Banking Bills Payment	ZMW 6.5	ZMW 6.5	ZMW 6.5	ZMW 6.5
Standing Order				
Standing order set up	Free	Free	Free	Free
Individual transactions (internal payments within Zanaco)	ZMW 15.00	ZMW 15.00	ZMW 15.00	ZMW 15.00
Individual transactions to other banks	DDACC ZMW 100.00, RTGS ZMW 100.00	DDACC ZMW 100.00, RTGS ZMW 100.00	DDACC ZMW 25.00, RTGS ZMW 50.00	DDACC ZMW 100.00, RTGS ZMW 100.00
Individual transactions (international payments)	US\$10 + TT Charges + US\$30.00 Correspondent charge	US\$10 + TT Charges + US\$30.00 Correspondent charge	US\$10 + TT Charges + US\$30.00 Correspondent charge	US\$10 + TT Charges + US\$30.00 Correspondent charge
Premature cancellation of standing order	Free	Free	Free	Free
Cheque Processing (ZMW)	Free	Free	Free	Free
Foreign Currency Cheque Processing (USD)	Free	Free	Free	Free
Foreign Currency Cheque Processing (GBP)	Free	Free	Free	Free
Foreign Currency Cheque Processing (EUR)	Free	Free	Free	Free
Foreign Currency Cheque Processing (ZAR)	Free	Free	Free	Free
Stop payment order	ZMW 300.00	ZMW 300.00	ZMW 300.00	ZMW 300.00
Irregularly drawn cheques	ZMW 50.00	ZMW 50.00	ZMW 50.00	ZMW 50.00
Counter Cheque / Cash Voucher - Per Cheque	ZMW 100.00	ZMW 100.00	ZMW 100.00	ZMW 100.00
Unpaid cheque, DDACC/RTGS and Standing Orders due to insufficient funds - Per item	ZMW 840.00 per item	ZMW 840.00 per item	ZMW 840.00 per item	ZMW 840.00 per item
Direct Debits				
Direct Debits	ZMW 30.00	ZMW 30.00	N/A	N/A
Host to Host				
Host to Host	USD7,500 once off fee	USD7,500 once off fee	N/A	N/A
Escrow Accounts				
Escrow Account Management Fee (per contract)	2% of value, Minimum ZMW 50,000 max ZMW 500,000	2% of value, Minimum ZMW 50,000 max ZMW 500,000	N/A	N/A
INTERNET BANKING (per successful transaction)				
Set up fee	Free	Free	Free	Free
Monthly Internet Banking Subscription fee	ZMW 250.00	ZMW 250.00	Free	Free
Internet transaction within Zanaco	ZMW 6.00	ZMW 6.00	ZMW 6.00	ZMW 6.00
Internet transaction to other bank (DDACC)	ZMW 25.00	ZMW 25.00	ZMW 10.00	ZMW 20.00
Internet transaction to other bank (RTGS)	ZMW 75.00	ZMW 75.00	ZMW 40.00	ZMW 75.00
Internet payments/purchases, Per transaction	1.5% min ZMW 10.00, max ZMW 50.00	1.5% min ZMW 10.00, max ZMW 50.00	1.5% min ZMW 10.00, max ZMW 50.00	1.5% min ZMW 10.00, max ZMW 50.00
Internet bank statement	Free	Free	Free	Free
E-Tracer (bank statement sent via email)				
Application and set up fee	Free	Free	Free	Free
Per statement	ZMW 6.00	ZMW 6.00	ZMW 6.00	ZMW 6.00
E-TAX Payments				
Electronic (per transaction)	ZMW 25	ZMW 25	ZMW 25	ZMW 25
Manual (per transaction)	ZMW 40	ZMW 40	ZMW 40	ZMW 40
E- Commerce				
E-commerce (Web acquiring) per month	2.5% of throughput charge	2.5% of throughput charge	N/A	N/A
BALANCE ENQUIRIES				
Balance enquiry at Zanaco ATM	Free	Free	Free	Free
Balance enquiry at non Zanaco ATM	Free	Free	Free	Free
Balance enquiry using Mobile Banking (Xapit)	Free	Free	Free	Free
Over-the-counter balance enquiry at branch	Free	Free	Free	Free
SMS Alerts for the transactions on the account	N/A	N/A	N/A	N/A
Balance enquiry by card at Zanaco Xpress Agent	Free	Free	Free	Free
AIRTIME PURCHASE				
ATM Airtime Top-up	N/A	N/A	N/A	N/A
Mobile Banking Airtime Purchase	N/A	N/A	N/A	N/A
STATEMENTS				
Monthly Statement at Domicile Branch for Current and Zanaco Savers Accounts	Free	Free	Free	Free
Interim / Duplicate Statement at branch	Free	Free	Free	Free
DEBIT CARDS				
First Card issued on new account	Free	Free	Free	Free
Uncollected Card - Beyond 90 days	ZMW 50.00	ZMW 50.00	ZMW 50.00	ZMW 50.00
Card Replacements				
Lost Card/Stolen	ZMW 100.00	ZMW 100.00	ZMW 100.00	ZMW 100.00
Pin Forgotten	Free	Free	Free	Free
Expired Card	Free	Free	Free	Free
Quarterly ATM Card fee	N/A	N/A	N/A	N/A
Visa Transaction Dispute fee (For disputes where the customer is found to have been at fault)	Free	Free	Free	Free
GENERAL BANKING SERVICES				
Cheque Image/Copy	ZMW 60.00 per image/Copy	ZMW 60.00 per image/Copy	ZMW 60.00 per image/Copy	ZMW 60.00 per image/Copy
Counter voucher image/Copy	ZMW 50.00 per image/Copy	ZMW 50.00 per image/Copy	ZMW 50.00 per image/Copy	ZMW 50.00 per image/Copy
Outward Status Enquiry except on account opening request	ZMW 200.00 per customer request	ZMW 150.00 per customer request	ZMW 120.00 per customer request	ZMW 120.00 per customer request
Auditors Report	Free	Free	Free	Free
Certification of customers documents	ZMW 115.00 per copy	ZMW 115.00 per copy	ZMW 115.00 per copy	ZMW 115.00 per copy

PRODUCT/ SERVICE	ULTRA SEGMENT	PREMIUM SEGMENT	BUSINESS ADVANTAGE SEGMENT	COMMUNITY CURRENT ACCOUNT
Certificate of Balance	Free	Free	Free	Free
Search fee for items 6 months to 1 year	ZMW 100.00 per item	ZMW 100.00 per item	ZMW 100.00 per item	ZMW 100.00 per item
Search fee for items over one year	ZMW 150.00 per item	ZMW 150.00 per item	ZMW 150.00 per item	ZMW 150.00 per item
Commission on Bank references and confirmation of Bank accounts	Free	Free	Free	Free
ACCOUNT CLOSURE / DORMANT ACCOUNTS				
Dormant account reactivation fee	Free	Free	Free	Free
Closure of account	Free	Free	Free	Free
Closure of account Foreign Currency	Free	Free	Free	Free
Premature Withdrawal of Time Deposit	Interest forfeited plus Admin fee of ZMW 250.00	Interest forfeited plus Admin fee of ZMW 250.00	Interest forfeited plus Admin fee of ZMW 250.00	Interest forfeited plus Admin fee of ZMW 250.00
SALARY PROCESSING				
Manual - at the branch (per transaction)	ZMW 100.00 per salary entry charged to employer	ZMW 100.00 per salary entry charged to employer	ZMW 25.00 per salary entry to employer	ZMW 100.00 per salary entry charged to employer
Electronic (Payflex) set up	Free	Free	Free	Free
Electronic (Payflex)	ZMW 25.00 flat fee for both internal and external (per salary)	ZMW 25.00 flat fee for both internal and external (per salary)	ZMW 7.50 within Zanaco, ZMW 10.00 external per salary (charged to employers)	ZMW 25.00 flat fee for both internal and external (per salary)
INVESTMENT IN GOVERNMENT SECURITIES				
Commission - Treasury bills	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00
Commission - GRZ bonds	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00	1% of discount, min ZMW 115.00
Form G letter of guarantee to BOZ for T/B & bonds	ZMW 80.00	ZMW 80.00	ZMW 80.00	ZMW 80.00
PURCHASE OF FOREIGN EXCHANGE (Per Successful Transaction)				
Travellers Cheques	1% of the amount, min ZMW 63.36	1% of the amount, min ZMW 63.36	1% of the amount, min ZMW 63.36	1% of the amount, min ZMW 63.36
Foreign currency notes	Buying rate	Buying rate	Buying rate	Buying rate
Telegraphic Transfer (inward)	Free	Free	Free	Free
Draft/Bills	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent
SALE OF FOREIGN EXCHANGE (Per Successful Transaction)				
Foreign currency notes	Selling rate	Selling rate	Selling rate	Selling rate
Telegraphic transfer (outward) - Electronic	1% of amount, minimum US\$50 maximum US\$150 or Kwacha equivalent.	1% of amount, minimum US\$50 maximum US\$150 or Kwacha equivalent.	0.75% of amount, minimum \$45 maximum \$150 or Kwacha equivalent.	1% of amount, minimum US\$45 maximum US\$100 or Kwacha equivalent.
Telegraphic transfer (outward) - Manual	1% of amount, minimum US\$50 maximum US\$300 or Kwacha equivalent.	1% of amount, minimum US\$50 maximum US\$300 or Kwacha equivalent.	0.75% of amount, minimum \$45 maximum \$150 or Kwacha equivalent.	1% of amount, minimum US\$45 maximum US\$100 or Kwacha equivalent.
Investigating fees on Telegraphic Transfers	ZMW 184.80 plus US\$ 30.00 correspondent charges	ZMW 184.80 plus US\$ 30.00 correspondent charges	ZMW 184.80 plus US\$ 30.00 correspondent charges	ZMW 184.80 plus US\$ 30.00 correspondent charges
Draft/Bills	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent	1% of the amount min ZMW 158.40 max ZMW 528.00 or USD equivalent
Draft Cancellation	ZMW 132.00	ZMW 132.00	ZMW 132.00	ZMW 132.00
Drafts stop payment	ZMW 132.00 plus US\$ 30.00 correspondent charges	ZMW 132.00 plus US\$ 30.00 correspondent charges	ZMW 132.00 plus US\$ 30.00 correspondent charges	ZMW 132.00 plus US\$ 30.00 correspondent charges
Conversion from ZMW to Foreign Currency	Selling rate	Selling rate	Selling rate	Selling rate
Collection charges on cheques - International	1%, min ZMW 132.00 max ZMW 60720 or USD equivalent	1%, min ZMW 132.00 max ZMW 60720 or USD equivalent	1%, min ZMW 132.00 max ZMW 60720 or USD equivalent	1%, min ZMW 132.00 max ZMW 60720 or USD equivalent
LOANS & OVERDRAFTS				
Unauthorised overdrafts (Debit Interest applied to Customer Account at month end)	BOZ Policy Rate + Margin; USD Base Rate + Margin	BOZ Policy Rate + Margin; USD Base Rate + Margin	BOZ Policy Rate + Margin; USD Base Rate + Margin	BOZ Policy Rate + Margin; USD Base Rate + Margin
Authorised Loans & Overdrafts applicable rate	BOZ Policy Rate + Margin. USD Base Rate + Margin	BOZ Policy Rate + Margin. USD Base Rate + Margin	BOZ Policy Rate + Margin. USD Base Rate + Margin	BOZ Policy Rate + Margin. USD Base Rate + Margin
Arrangement fees (new, renewal, enhancement, excess)	2.8% min K800.00	2.8% min K800.00	3% min K 600.00	3% min K 600.00
Commitment fees	1.2% of the undrawn portion.	1.2% of the undrawn portion.	1.2% of the undrawn portion.	1.2% of the undrawn portion.
GUARANTEES / SBLCs				
Issuance fee	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.
Arrangement Fee	3.0% of the facility value	3.0% of the facility value	3.0% of the facility value	3.0% of the facility value
Documentary fee	N/A	N/A	N/A	N/A
Confirmation	0.55 - 0.65% per quarter or part thereof	0.55 - 0.65% per quarter or part thereof	0.55 - 0.65% per quarter or part thereof	0.55 - 0.65% per quarter or part thereof
Validity Extension or value increase	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount
Amendment commission other than Validity extension or value increase, Peer Transaction.	\$150 plus SWIFT charge	\$150 plus SWIFT charge	\$150 plus SWIFT charge	\$150 plus SWIFT charge
SWIFT fee	\$60 or kwacha equivalent per transaction	\$60 or kwacha equivalent per transaction	\$60 or kwacha equivalent per transaction	\$60 or kwacha equivalent per transaction
Sealing fee	ZMW 300 per sealed document	ZMW 300 per sealed document	ZMW 300 per sealed document	ZMW 300 per sealed document
DOCUMENTARY COLLECTIONS				
Handling fee (1 of the Bill Amount being handled) Per Item	1% min \$250 max \$350	1% min \$250 max \$350	1% min \$250 max \$350	1% min \$250 max \$350
Swift	\$60 or kwacha equivalent	\$60 or kwacha equivalent	\$60 or kwacha equivalent	\$60 or kwacha equivalent
Courier	\$50 or kwacha equivalent	\$50 or kwacha equivalent	\$50 or kwacha equivalent	\$50 or kwacha equivalent
Holding fee	N/A	N/A	N/A	N/A
Extension Charge	N/A	N/A	N/A	N/A
Bill Delivery Overseas	N/A	N/A	N/A	N/A
ALL OPEN ACCOUNT TRADE				
Interest Rate	BOZ Policy rate + Margin USD Base rate + Margin	BOZ Policy rate + Margin USD Base rate + Margin	BOZ Policy rate + Margin USD Base rate + Margin	BOZ Policy rate + Margin USD Base rate + Margin
Arrangement fee	3.0% on facility value	3.0% on facility value	3.0% on facility value	3.0% on facility value
Commitment fee	3% if undrawn within three months	3% if undrawn within three months	3% if undrawn within three months	3% if undrawn within three months
Management fee	2% of additional finance	2% of additional finance	2% of additional finance	2% of additional finance
Documentation fee	N/A	N/A	N/A	N/A
LETTERS OF CREDIT				
Issuance fee	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.	Fixed Asset Collateral - 0.75 - 1% per quarter or part thereof Cash Collateral - 0.5 - 0.6% per quarter or part thereof.
Arrangement fee	3.0% of the facility value	3.0% of the facility value	3.0% of the facility value	3.0% of the facility value
Documentation fee	N/A	N/A	N/A	N/A
Acceptance under Usance LC	N/A	N/A	N/A	N/A
Validity Extension or value increase	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount	Applicable rate as per the issuance fee for the extended period or increased amount
Cancellation fee	\$100 or kwacha equivalent	\$100 or kwacha equivalent	\$100 or kwacha equivalent	\$100 or kwacha equivalent
LC Advising	\$150 or kwacha equivalent	\$150 or kwacha equivalent	\$150 or kwacha equivalent	\$150 or kwacha equivalent
Relay	\$250 or Kwacha equivalent	\$250 or Kwacha equivalent	\$250 or Kwacha equivalent	\$250 or Kwacha equivalent
Confirmation	0.55 - 0.65 per quarter or part thereof	0.55 - 0.65 per quarter or part thereof	0.55 - 0.65 per quarter or part thereof	0.55 - 0.65 per quarter or part thereof
SWIFT fee	\$60 or kwacha equivalent	\$60 or kwacha equivalent	\$60 or kwacha equivalent	\$60 or kwacha equivalent
Courier	\$50 or kwacha equivalent	\$50 or kwacha equivalent	\$50 or kwacha equivalent	\$50 or kwacha equivalent