

DIGITAL BANKING TARIFF GUIDE EFFECTIVE 1ST OCTOBER 2024

PRODUCT/SERVICE	PERSONAL CUSTOMERS	MSME CUSTOMERS
MONTHLY MAINTENANCE FEES		
Xapit Account	Nil	N/A
Seba Account	Free	N/A
Savings Account	Free	Free
Zanaco Savers Account	K50	K95
Current Account (ZMW)	K50	K110
Digital Micro Business Account	N/A	K50
Foreign Currency Accounts (USD)	US\$12	US\$15
Foreign Currency Accounts (GBP)	GBP7.50	GBP6
Foreign Currency Accounts (EUR)	EUR10	EUR8
Foreign Currency Accounts (ZAR)	ZAR132	ZAR110
MONTHLY MANAGEMENT FEES		
Xapit Account (w/ Debit Card)	K14.00	N/A
Xapit Account (w/o Debit Card)	K4.00	N/A
Penalty on Balance above K10,000	K50 per occurrence	N/A
MINIMUM BALANCE		
Xapit Account	N/A	N/A
Seba Account	K50	N/A
Savings Account	K200	K500
Zanaco Savers Account	K750	K1,200
AgriPay	K5	N/A
Digital Micro Business Account	N/A	Nil
Current Account (ZMW)	Nil	Nil
FX Current Account (USD)	NIL	Nil
FX Current Account (GBP)	NIL	Nil
FX Current Account (EUR)	NIL	Nil
FX Current Account (ZAR)	NIL	Nil
FX Current Account Professional Product (USD)	USD 150	N/A
FX Current Account Professional Product (GBP)	GBP 100	N/A
Term Deposits Account	K10,000	K10,000
Account below minimum balance (Flat fee per month)		
Xapit, SEBA Account	Free	N/A
Savings, Zanaco Savers, Current and Foreign Currency Accounts	Free	Free
WITHDRAWALS		
ATM withdrawal		
ATM withdrawal at Zanaco ATM (per succesful withdrawal)	K11	K11
ATM withdrawal other banks	K20	K15

ATM withdrawal international	K20 + 1.5%, max K 50			K15 + 1.5%, max K 50		
Point of Sale (POS) cash withdrawal POS cash withdrawal at Zanaco Xpress Agent						
K0 - K150	K8.00			K8.00		
K151 - K250	K8.50			K8.50		
K251 - K500	K9.00			K9.00		
K501 - K1,000	K10.0			K10.0		
Above K1,000	K10.5			K10.5		
NFS Xpress Off Us (Other bank POS @Zanaco Xpress)	(1.5% capped @K20) + K5			N/A		
Mobile Banking Cardless Withdraw (Cashout)						
K0 - K150	K8.00			K8.00		
K151 - K250	K8.50			K8.50		
K251 - K500	K9.00			K9.00		
K501 - K1,000	K10.00			K10.00		
Above K1,000	K10.50			K10.50		
NFS Cashout On Other	Cashout Fee/Tier + (1.5% capped @K20) + K0.8			N/A		
Over the Counter (OTC) withdrawal at any Zanaco Branch						
OTC cash/cheque withdrawal at Zanaco Branch	K100			Savings & Zanaco Savers - 4 free K50 per extra withdrawal		
Excessive encashment of K25,000 and above or equivalent. (For amounts above K100,000 customer is to give 48 hours notice)	Free			Free		
DEPOSITS						
Point of Sale (POS) cash deposit	Free			Free		
POS cash deposit at Zanaco Xpress Agent	Free			Free		
All Amounts	Using card	Using Account Number	Using Mobile Number	Using card	Using Account Number	Using Mobile Number
	Free	Free	Free	Free	Free	Free
Over the Counter (OTC) cash deposit at any Zanaco branch	Free			Free		
OTC cash deposit into other accounts	Free			Free		
OTC Bulk cash deposits of coins	Free			Free		
OTC Bulk cash deposits in excess of K 100,000	Free			Free		
OTC Bill Muster cash deposit	Free			Free		
Cheque Deposits						
OTC Cheque deposits for Zanaco cheques (Charged to the drawer's account)	Free			K3		
Deposit Books	Free			Free		
Deposit book numbered unpersonalised - 50 duplicate leaves	K50			K50		
Customised Deposit Book	K100			Full Cost		
FUNDS TRANSFERS						
Over the Counter (OTC) Funds Transfer						
OTC funds transfer within Zanaco	Free			K5		
OTC funds transfer to other banks (upto K 100,000-DDACC)	K25			K25		
OTC funds transfer to other banks (above K 100,000-RTGS)	K50			K50		
Mobile Banking (XAPIT) Transfers						

Transfers within Zanaco (To Account or Mobile Number)	Free	Free
Funds transfer to other banks (DDACC)	K 10.00	K 10.00
Funds transfer to other banks (RTGS)	K 40.00	K 40.00
Funds transfer to other banks (NFS)	K 10.00	K 10.00
Transfers to Mobile Network Operators (NFS)	K 10.00	K 10.00
PAYMENTS		
Mobile Banking Bills Payment	Free	Free
Mobile Banking Airtime Purchase	Free	Free
Standing Order		
Standing Order setup	Free	Free
Individual transactions	Free	K15 plus VAT
(Internal payments within Zanaco)		
Individual transactions to other banks	DDACC K50 plus VAT, RTGS K50 plus VAT	DDACC K50 plus VAT, RTGS K50 plus VAT
Individual transactions (international payments)	US\$10 + TT Charges + US\$30 Correspondent charge plus VAT	US\$10 + TT Charges + US\$30 Correspondent charge plus VAT
Premature cancellation of standing order	Free	Free
Cheques		
Cheque book 25 leaves (ZMW)	K50	K50
Cheque book 50 leaves (ZMW)	K100	K100
Cheque book 50leaves -Foreign Currency Accounts	K100	K100
Cheque book 100 leaves (ZMW)	N/A	K200
Cheque book 200 leaves	N/A	N/A
Customised Cheque Book	Full Cost	Full Cost
Cheque Processing (ZMW)	Free	Free
Foreign Currency Cheque Processing (USD)	Free	Free
Foreign Currency Cheque Processing (GBP)	Free	Free
Foreign Currency Cheque Processing (EUR)	Free	Free
Foreign Currency Cheque Processing (ZAR)	Free	Free
Stop payment order	K250 plus VAT	K300 plus VAT
Irregularly drawn cheques	Free	K50
Bank/Manager's Cheque Issued	K100 per cheque	K100 per cheque
Counter Cheque / Cash Voucher	K150	K100
Unpaid cheque, DDACC/RTGS and Standing due to insufficient funds	K510 per item	K840 per item
INTERNET BANKING		
Set-up fee	Free	Free
Monthly fee	Free	Free
Internet transaction within Zanaco	Free	K6
Internet transaction to other bank (DDACC)	K10	K20
Internet transaction to other bank (RTGS)	K40	K75
Online Payments by Card	1.5% of the amount, minimum K10, maximum K50	1.5% of the amount, minimum K9, maximum K45
Internet banking statement	Free	Free
E-Tracer (bank statement sent via email)		

Application and set up fee	Free	Free
Per statement	Free	K6
BALANCE ENQUIRIES		
Balance enquiry at Zanaco ATM	Free	Free
Balance enquiry at non Zanaco ATM	Free	Free
Balance enquiry using mobile banking	Free	Free
Over-the-counter balance enquiry at branch	Free	Free
SMS alerts for the transactions on the account	Free	N/A
Balance enquiry by card at Zanaco Xpress Agent	Free	Free
AIRTIME PURCHASES		
ATM airtime top -up	Free	Free
Mobile banking airtime purchase	Free	Free
STATEMENTS		
Monthly statement for Zanaco Aspire and Current Accounts	Free	Free
Quarterly statement for Pensioners, SureSave and Savings Accounts	Free	Free
Interim/ Duplicate statement at branch	Free	Free
Closed Accounts	Free	Free
MINI STATEMENTS		
Mobile Banking mini statement	K3	K3
Mini statement at Zanaco ATM	K3	K3
Mini statement at other Bank's ATM	N/A	N/A
DEBIT CARDS		
First card issued on new account	Free	Free
Uncollected card	K50 Plus VAT	K50 Plus VAT
Card Replacements		
Lost card/stolen	K60 Plus VAT	K100 Plus VAT
Pin forgotten	Free	Free
Expired card	Free	Free
Quarterly ATM card fee	Free	Free
Visa transaction dispute fee (disputes where the customer is at fault)	Fee to apply on cost recovery basis	Fee to apply on cost recovery basis
GENERAL BANKING SERVICES		
Cheque Image/Copy	K70 per image/Copy	K60 per image/Copy
Counter voucher Image/Copy	K60 per image/Copy	K50 per image/Copy
Outward Status Enquiry except on account opening	N/A	K120 per customer request plus VAT
Auditors Report	N/A	K250 per Report plus VAT
Certification of customers' documents	K115 per copy plus VAT	K115 per copy plus VAT
Certificate of Balance	K200 plus VAT	K170 plus VAT
Search fee for items 6 months to 1 year	K150 per item plus VAT	K100 per item plus VAT
Search fee for items over 1 year	K200 per item plus VAT	K150 per item plus VAT
Commission on Bank references	K150 per customer request plus VAT	K250 per customer request plus VAT
Confirmation of Bank Accounts to third parties as per request	K150 per customer request plus VAT	K250 per customer request plus VAT
Night Safe	K100 per wallet per quarter	K90 per wallet per quarter

Safe Custody		
Small envelopes/Tamper proof bag (A5 size)	N/A	N/A
Medium envelopes/Tamper proof bag (A4 size)	N/A	N/A
Large envelopes/Tamper proof bag (A3 size)	N/A	N/A
ACCOUNT CLOSURE / DORMANT ACCOUNTS		
Dormant account reactivation fee	Free	Free
Closure of account	K100 (free for deceased)	K200 (free for deceased)
Closure of account Foreign Currency	K170 (free for deceased)	K225 (free for deceased)
Premature Withdrawal of Time Deposit	Interest forfeited plus Admin fee of K250	Interest forfeited plus Admin fee of K250
SALARY PROCESSING		
Electronic (Payflex) setup	N/A	Free
Electronic (Payflex)	N/A	K7.50 within Zanaco. K15 external per salary (charged to employers)
INVESTMENT IN GOVERNMENT SECURITIES		
Commission - Treasury bills	1% of discount, min K115	1% of discount, min K115
Commission - GRZ bonds	1% of discount, min K115	1% of discount, min K115
Form G letter of guarantee to BOZ for T/B & bonds	K80	K80
PURCHASE OF FOREIGN EXCHANGE		
Travellers Cheques	N/A	N/A
Foreign currency notes	Buying rate	Buying rate
Telegraphic Transfer (inward)	Free	Free
Draft/Bills	1% of the amount min K175 max K 528 or USD equivalent plus VAT	1% of the amount min K175 max K 528 or USD equivalent plus VAT
SALE OF FOREIGN EXCHANGE		
Foreign currency notes	Selling rate	Selling rate
Telegraphic transfer (outward)	0.75% of amount, min US\$45, max US\$150 or Kwacha equivalent.	0.75% of amount, min US\$45, max US\$150 or Kwacha equivalent.
Investigating fees on Telegraphic Transfers	K184.80 plus US\$30 correspondent charges	K184.80 plus US\$30 correspondent charges
Draft/Bills	1% of the amount min K158.40 max K528 or USD equivalent plus VAT	1% of the amount min K158.40 max K528 or USD equivalent plus VAT
Draft Cancellation	K132	K132
Drafts stop payment	K132 plus US\$30 correspondent charges	K132 plus US\$30 correspondent charges
Conversion from ZMW to Foreign Currency	Selling rate	Selling rate
Collection charges on cheques - International	N/A	1%, min K 132 max K 607.20 or USD equivalent
Postage	Full cost plus VAT	Full cost plus VAT
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
Authorised Loans & Overdrafts applicable rate	BOZ Policy Rate + Margin. USD Base Rate + Margin	BOZ Policy Rate + Margin. USD Base Rate + Margin
Arrangement fees (new, renewal, enhancement, excess)	3% min K 500	3% min K 600
Appraisal Fees for cancelled credit application after approval	Not applicable	1% of Amount, min \$100, max \$500 or Kwacha equivalent

Commitment fees	Not applicable	1.2% of the undrawn portion if not fully drawn in 6 months
Encashment against uncleared effects	Not applicable	K500
14 Day Micro Loan Arrangement Fee	9%	N/A
30 Day Micro Loan Arrangement Fee	10%	N/A
60 Day Micro Loan Arrangement Fee	11%	N/A
GUARANTEES		
Arrangement Fee	Not applicable	2% min K550
Bank Guarantee	Not applicable	0.75% per quarter or part hereof min K500
Cheque Guarantee	Not applicable	0.75% per quarter or part thereof min K500
Bid Bond	Not applicable	0.75% per quarter or part thereof min K500
Performance Bond	Not applicable	0.75% per quarter or part thereof min K500
Advance Payment Guarantee	Not applicable	0.75% per quarter or part thereof min K500
Retention Bond	Not applicable	0.75% per quarter or part thereof min K500
Warehouse Bond	Not applicable	0.75% per quarter or part thereof min K500
Customs and Excise Bond	Not applicable	0.75% per quarter or part thereof min K500
Sealing bids	Not applicable	K200
OUTWARD LETTERS OF CREDIT - IMPORTS		
Arrangement fee on Usance L/Cs	Not applicable	1.5% of the amount
Usance L/Cs	Not applicable	0.75% per quarter or part thereof min K686.40 Sight L/Cs
Sight L/Cs	Not applicable	0.5% per quarter or part thereof min K686.40
Donor Funded L/Cs	Not applicable	Donor/cash covered 0.3% min K528
Cancellation of import L/C	Not applicable	K528 or USD equivalent
Closing charge under undrawn L/C	Not applicable	K528 or USD equivalent
Extension of L/C expiry date validity	Not applicable	Ext with confirmation 0.5% of amount min K158.40 max K264
Drawing commission	Not applicable	K13
Amendment commission	Not applicable	K264 plus SWIFT charge or USD equivalent
Amendment for increase in Value	Not applicable	1% of the additional amount min K290.40
Inland courier postage	Not applicable	Actual courier cost plus 50% thereof as handling charges
Delivery of Documents	Not applicable	K100
Other amendments	Not applicable	K158.40 or USD equivalent
INWARD LETTERS OF CREDIT - EXPORTS		
Advising Commission	Not applicable	K528.40 or USD equivalent
Confirmation Commission	Not applicable	0.5% per quarter or part thereof min K686.40

Negotiation Commission	Not applicable	0.75% per quarter or part thereof min K686.40 or USD equivalent
Extention of L/C expiry date validity	Not applicable	As per initial confirmation charge plus K264 amendment
Other amendments	Not applicable	K264 or USD equivalent + SWIFT charge
Courier charge	Not applicable	K 528.40 or USD equivalent
Closing charge under undrawn L/C	Not applicable	Outstanding charges plus closing charge of K264
Discounting of letters of credit	Not applicable	Based on base rate plus margin K264 per set of documents on both imports and exports
LC document examination	Not applicable	K264 per set of documents on both imports and exports
TENDER/PERFORMANCE/ADVANCE PAYMENT		
Issuing commission	Not applicable	2% bi - annual min K729 + SWIFT charge
Collection Commission Export Documentary	Not applicable	1% of value, min K729 + courier charge
Collections	Not applicable	K528
Collection Commission Import Documentary	Not applicable	1.5% of value, min K729 plus courier charge
Collections	Not applicable	K528
COMPANY DEEDS REGISTRY SEARCH		
Companies	Not applicable	K150 plus VAT
Societies	Not applicable	K100 plus VAT
Co-operatives	Not applicable	K100 plus VAT
Non-Governmental Organisations (NGOs)	Not applicable	K200 Plus VAT