

RETAIL BANKING - PREFERRED AND PRIVATE BANKING EFFECTIVE 13TH DECEMBER 2021

PRODUCT/SERVICE	PREFERRED BANKING	PREFERRED PLUS	PRIVATE PREMIUM	PRIVATE PRIORITY
MONTHLY MAINTENANCE FEES				
Current Account (ZMW)	ZMW80.00	ZMW100.00	ZMW175 Club fee Free for Customers that maintain balances of ZMW250,000 and above	ZMW300 Club fee Free for Customers that maintain balances of ZMW400,000 and above
Foreign Currency Accounts (US\$)	US\$8.00	US\$8.00	US\$8.00	US\$8.00
Foreign Currency Accounts (GBP)	GBP6.00	GBP6.00	GBP6.00	GBP6.00
Foreign Currency Accounts (EUR)	EUR7.00	EUR7.00	EUR7.00	EUR7.00
Foreign Currency Accounts (ZAR)	ZAR100.00	ZAR100.00	ZAR100.00	ZAR100.00
Zanaco Aspire Account	ZMW80.00	ZMW99.00	N/A	N/A
Savings Account	Free	Free	Free	Free
SureSave Account	Free	Free	Free	Free
	No charge on dormant accounts	No Charge on dormant Account	No charge on dormant accounts	No charge on dormant accounts
MINIMUM BALANCE				
Salary Account	Nil	Nil	Nil	Nil
Savings Account	ZMW350.00	ZMW350.00	ZMW500.00	ZMW500.00
SureSave Account	ZMW300.00	ZMW300.00	ZMW300.00	ZMW300.00
Pensioners Savings Account	ZMW10.00	ZMW10.00	ZMW10.00	ZMW10.00
Village Banking Account	ZMW100.00	ZMW100.00	ZMW100.00	ZMW100.00
FX Current Account (US\$)	Nil	Nil	Nil	Nil
FX Current Account (GBP)	Nil	Nil	Nil	Nil
FX Current Account (EUR)	Nil	Nil	Nil	Nil
FX Current Account (ZAR)	Nil	Nil	Nil	Nil
Term Deposits Account	ZMW10,000.00	ZMW10,000.00	ZMW10,000.00	ZMW10,000.00
Baby Blossom	ZMW100.00	ZMW100.00	ZMW100.00	ZMW100.00
Treasure Chest	ZMW100.00	ZMW100.00	ZMW100.00	ZMW100.00
Account below minimum balance (Flat fee per month)				
Preferred Savings and SureSave Account	ZMW20.00	ZMW20.00	Free for Private Savings Account	Free for Private Savings Account
WITHDRAWALS				
ATM withdrawal				
ATM withdrawal at Zanaco ATM (per successful withdrawal)	ZMW1.00	ZMW1.00	Free	Free
ATM withdrawal other banks (per successful withdrawal)	ZMW20.00	ZMW20.00	ZMW20.00	ZMW20.00
ATM withdrawal International (per successful withdrawal)	ZMW25.00 + 1.5%, Maximum K65.00			
Cardless Withdrawals	Free	Free	Free	Free
Point of Sale (POS) cash withdrawal				
POS cash withdrawal at Zanaco Xpress Agent per successful withdraw				
Q to K150	ZMW6.50	ZMW6.50	Free	Free
K151 to K250	ZMW7.50	ZMW7.50	Free	Free
K251 to K500	ZMW8.00	ZMW8.00	Free	Free
K501 to K1000	ZMW8.50	ZMW8.50	Free	Free
Above K1000	ZMW9.00	ZMW9.00	Free	Free
Over the Counter (OTC) withdrawal at any Zanaco Branch				
OTC cash/cheque cash withdrawal where the amount and/or denominations being withdrawn can be dispensed by the ATM. This is applicable for both Preferred Savings and Current Accounts.	ZMW150.00	ZMW150.00	Free	Free
SureSave Account	1 Free withdrawal per quarter. Extra withdraws within the quarter will incur an applicable cost of ZMW150.00	1 Free withdrawal per quarter. Extra withdraws within the quarter will incur an applicable cost of ZMW150.00	1 Free withdrawal per quarter. Extra withdraws within the quarter will incur an applicable cost of ZMW150.00	1 Free withdrawal per quarter. Extra withdraws within the quarter will incur an applicable cost of ZMW150.00
Excessive encashment	Free	Free	Free	Free
Savings Accounts Penalties				
Withdrawals in excess of 1 per month (Applicable to Preferred Savings and Private Savings)	ZMW50 for each excess debit entry			
DEPOSITS				
ATM cash deposit	Free	Free	Free	Free
Point of Sale (POS) cash deposit				
Cash Deposit at Zanaco Xpress Agent	Free	Free	Free	Free
Over the Counter (OTC) cash deposit at any Zanaco branch				
OTC cash deposit	Free	Free	Free	Free
OTC Bulk cash deposits of coins	Free	Free	Free	Free
OTC Bulk cash deposits in excess of K100,000.00	Free	Free	Free	Free
OTC Bill Muster cash deposit	Free	Free	Free	Free
Cheque Deposits				
OTC Cheque deposits for Zanaco cheques (charged to the drawer's account)	Free	Free	Free	Free
Deposit Books				
Deposit book numbered unpersonalised - 50 duplicate leaves	ZMW50.00	ZMW50.00	ZMW50.00	ZMW50.00
FUNDS TRANSFERS				
Over the Counter (OTC) Funds Transfer				
OTC funds transfer within Zanaco	Free	Free	Free	Free
OTC funds transfer to other banks - DDACC (Manual)	ZMW25.00	ZMW25.00	ZMW25.00	ZMW25.00
OTC funds transfer to other banks - RTGS (Manual)	ZMW55.00	ZMW55.00	ZMW55.00	ZMW55.00
Telegraphic Transfers				
Telegraphic Transfer (Inward) - Applicable where Remitter bares the cost	Free	Free	Free	Free
Telegraphic transfer (Outward) (manual process)	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent
Telegraphic transfer (Outward) (Electronic)	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent
Investigating fees on Telegraphic Transfers	ZMW184.80 plus US\$30.00 correspondent charges			
Mobile Banking (XAPIT) Transfers				
Funds Transfer Internal to Zanaco Account	Free	Free	Free	Free
Funds Transfer to other banks - DDACC (Electronic)	ZMW10.00	ZMW10.00	ZMW10.00	ZMW10.00
Funds Transfer to other banks - RTGS (Electronic)	ZMW40.00	ZMW40.00	ZMW40.00	ZMW40.00
Cash Out to Mobile Number (Zanaco or Non Zanaco)	ZMW1.00	ZMW1.00	ZMW1.00	ZMW1.00
PAYMENTS				
Mobile banking bills payment				
Mobile banking bills payment	Free	Free	Free	Free
Standing Order				
Standing order set up	Free	Free	Free	Free
Individual transactions (internal payments within Zanaco)	Free	Free	Free	Free
Individual transactions to other banks - DDACC (Manual)	ZMW25.00	ZMW25.00	ZMW25.00	ZMW25.00
Individual transactions to other banks - RTGS (Manual)	ZMW55.00	ZMW55.00	ZMW55.00	ZMW55.00
Individual transactions (international payments)TT's	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent
Premature cancellation of standing order	Free	Free	Free	Free
Cheques				
Foreign currency cheque processing (US\$)	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	ZMW300.00*	ZMW300.00*	ZMW300.00*	ZMW300.00*
Unpaid cheque, DDACC/ RTGS/ Stop Payment and standing orders due to insufficient funds	ZMW680.00 per item	ZMW680.00 per item	ZMW680.00 per item	ZMW680.00 per item

PRODUCT/SERVICE	PREFERRED BANKING	PREFERRED PLUS	PRIVATE PREMIUM	PRIVATE PRIORITY
INTERNET BANKING				
Set up fee	Free	Free	Free	Free
Monthly fee	Free	Free	Free	Free
Internet transaction within Zanaco	Free	Free	Free	Free
Internet transaction to other bank - DDACC (Electronic)	ZMW10.00	ZMW10.00	ZMW10.00	ZMW10.00
Internet transaction to other bank - RTGS (Electronic)	ZMW40.00	ZMW40.00	ZMW40.00	ZMW40.00
International Transfers (SWIFT)	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent	1% of the amount, minimum US\$20, maximum US\$60 or Kwacha Equivalent
Online Payments by Card	1.5% of the amount, minimum K20.00, maximum ZMW65.00	1.5% of the amount, minimum K20.00, maximum ZMW65.00	1.5% of the amount, minimum K20.00, maximum ZMW65.00	1.5% of the amount, minimum K20.00, maximum ZMW65.00
Internet banking statement	Free	Free	Free	Free
BALANCE ENQUIRIES				
Balance enquiry at Zanaco ATM	Free	Free	Free	Free
Balance enquiry using mobile banking	Free	Free	Free	Free
Over-the-counter balance enquiry at branch	Free	Free	Free	Free
SMS alerts for the transactions on the account	Free	Free	Free	Free
Balance enquiry by card at Zanaco Xpress Agent	Free	Free	Free	Free
AIRTIME PURCHASES				
Mobile banking airtime purchase	Free	Free	Free	Free
STATEMENTS				
Monthly statement for Zanaco Aspire and Current Accounts	Free	Free	Free	Free
Monthly statement for Pensioners, SureSave and Savings Accounts	Free	Free	Free	Free
Interim/ Duplicate statement at branch	ZMW250.00*	ZMW250.00*	Free	Free
Interim/ Duplicate statement via Portal	ZMW60.00*	ZMW60.00*	Free	Free
MINI STATEMENTS				
Mobile Banking mini statement	ZMW3.00	ZMW3.00	ZMW3.00	ZMW3.00
Mini statement at Zanaco ATM	ZMW5.00	ZMW5.00	Free	Free
DEBIT CARDS				
First card issued on new account	Free	Free	Free	Free
Uncollected card (Beyond 90 Days)	ZMW100.00*	ZMW100.00*	ZMW100.00*	ZMW100.00*
Card Replacements				
Lost card/stolen	ZMW100.00*	ZMW100.00*	ZMW150.00*	ZMW150.00*
Pin forgotten	Free	Free	Free	Free
Expired card	Free	Free	Free	Free
Visa transaction dispute fee (disputes where the customer is at fault)	Fee to apply on cost recovery basis			
GENERAL BANKING SERVICES				
Cheque image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy
Counter voucher image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy	ZMW200.00* per image/copy
Outward status enquiry except on account opening	N/A	N/A	N/A	N/A
Certification of customer's documents	ZMW50.00* per copy	ZMW50.00* per copy	Free	Free
Certificate of balance	ZMW50.00*	ZMW50.00*	ZMW50.00*	ZMW50.00*
Search fee for items 6 months to 1 year	ZMW200.00* per item	ZMW200.00* per item	ZMW200.00* per item	ZMW200.00* per item
Search fee for items over one year	ZMW300.00* per item	ZMW300.00* per item	ZMW300.00* per item	ZMW300.00* per item
Commission on Bank references	ZMW50.00*	ZMW50.00*	ZMW50.00*	ZMW50.00*
Commission on Confirmation of Bank Accounts	ZMW50.00*	ZMW50.00*	ZMW50.00*	ZMW50.00*
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 Term Deposit	ZMW500.00	ZMW500.00	ZMW500.00	ZMW500.00
Premature Withdrawal - Upfront Interest	ZMW1,000.00	ZMW1,000.00	ZMW1,000.00	ZMW1,000.00
Premature withdrawal - Partial Redemption	N/A	N/A	ZMW1,000.00	ZMW1,000.00
INVESTMENT IN GOVERNMENT SECURITIES				
Commission - Treasury bills	1% of discount, minimum ZMW15.00			
Commission - GRZ bonds	1% of discount, minimum ZMW15.00			
Form G letter of guarantee to BOZ for T/B & bonds	ZMW80.00	ZMW80.00	ZMW80.00	ZMW80.00
PURCHASE OF FOREIGN EXCHANGE				
Foreign currency notes	Buying rate	Buying rate	Buying rate	Buying rate
Conversion from Foreign Currency to ZMW	Buying rate	Buying rate	Buying rate	Buying rate
SALE OF FOREIGN EXCHANGE				
Foreign currency notes	Selling rate	Selling rate	Selling rate	Selling rate
Collection charges on cheques - International	N/A	N/A	N/A	N/A
Conversion from ZMW to Foreign Currency	Selling rate	Selling rate	Selling rate	Selling rate
LOANS & OVERDRAFTS				
Authorised Loans & Overdrafts applicable rate	BOZ Policy Rate (ZMW) + Margin, USD Base Rate (\$) + Margin	BOZ Policy Rate (ZMW) + Margin, USD Base Rate (\$) + Margin	BOZ Policy Rate (ZMW) + Margin, USD Base Rate (\$) + Margin	BOZ Policy Rate (ZMW) + Margin, USD Base Rate (\$) + Margin
Arrangement fees for new, renewal, enhancement, excess of approved facilities	3.5% min ZMW600	3.5% min ZMW600	3.5% min ZMW600	3.5% min ZMW600

* Applicable VAT Excluded (To be debited from your account in addition to the Commission)

Note: All charges are on pay as you go pricing with the exception of monthly Maintenance fees and Account Minimum balances on Savings Products