

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

PRODUCT/SERVICE	PREFERRED BANKING	PREFERRED PLUS	PRIVATE PREMIUM	PRIVATE PRIORITY
MONTHLY MAINTENANCE FEES				
Current Account (ZMW)	K80.00	K100.00	*K175 Club fee Discount is offered for Customers that maintain balances of K250,000 and above*	*K300 Club fee Discount is offered for Customers that maintain balances of K400,000 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	K80.00	K99.00	N/A	N/A
Savings Account	Free	Free	Free	Free
SureSave Account	Free	Free	Free	Free
SureSave Account	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	K500.00	K500.00	K500.00	K500.00
SureSave Account	K500.00	K500.00	K500.00	K500.00
Pensioners Savings Account	K10.00	K10.00	K10.00	K10.00
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	K10,000.00	K10,000.00	K25,000.00	K50,000.00
Account below minimum balance (Flat fee per month)				
Savings and SureSave Account	K20.00	K20.00	Free	Free
WITHDRAWALS				
ATM withdrawal				
ATM withdrawal at Zanaco ATM (per successful withdrawal)	K11.00	K11.00	Free	Free
ATM withdrawal other banks	K20.00	K20.00	K20.00	K20.00
ATM withdrawal International	K25.00 + 15%, Maximum K65.00	K25.00 + 15%, Maximum K65.00	K25.00 + 15%, Maximum K65.00	K25.00 + 15%, Maximum K65.00
Cardless Withdrawals	Free	Free	Free	Free
Point of Sale (POS) cash withdrawal				
POS cash withdrawal at Zanaco Xpress Agent				
0 to K50	K6.50	K6.50	Free	Free
K51 to K250	K7.50	K7.50	Free	Free
K251 to K500	K8.00	K8.00	Free	Free
K501 to K1000	K8.50	K8.50	Free	Free
K1001 to K2000	K9.00	K9.00	Free	Free
K2001 to K4000	K10.50	K10.50	Free	Free
K4001 to K10000	K11.00	K11.00	Free	Free
Over the Counter (OTC) withdrawal at any Zanaco Branch				
OTC cheque/cash withdrawal where the amount and/or denominations being withdrawn can be dispensed by the ATM	K150.00	K150.00	Free	Free
Excessive encashment	Free	Free	Free	Free
Savings Accounts Withdrawals				
Withdrawals in excess of 1 per month	K50 for each excess debit entry	K50 for each excess debit entry	K50 for each excess debit entry	K50 for each excess debit entry
DEPOSITS				
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	K50.00	K50.00	K50.00	K50.00
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)	K25.00*	K25.00*	K25.00*	K25.00*
OTC funds transfer to other banks - RTGS (Manual)	K55.00*	K55.00*	K55.00*	K55.00*
Telegraphic Transfers				
Telegraphic Transfer (inward)	Free	Free	Free	Free
Telegraphic Transfer (outward)	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	K184.80 plus US\$30.00 correspondent charges	K184.80 plus US\$30.00 correspondent charges	K184.80 plus US\$30.00 correspondent charges	K184.80 plus US\$30.00 correspondent charges
Mobile Banking (KAPIT) Transfers				
Funds Transfer Internal to Zanaco Account	Free	Free	Free	Free
Funds Transfer to other banks - DDACC (Electronic)	K10.00	K10.00	K10.00	K10.00
Funds Transfer to other banks - RTGS (Electronic)	K40.00	K40.00	K40.00	K40.00
Cash Out to Mobile Number for both Zanaco and Non Zanaco Customers	K11.00	K11.00	K11.00	K11.00
PAYMENTS				
Mobile banking bills payment				
Mobile banking bills payment	K6.50	K6.50	K6.50	K6.50
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)	K25.00*	K25.00*	K25.00*	K25.00*
Individual transactions to other banks - RTGS (Manual)	K55.00*	K55.00*	K55.00*	K55.00*
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				
Cheque book 25 leaves (ZMW)	K100.00	K100.00	N/A	N/A
Cheque book 50 leaves (ZMW)	K200.00	K200.00	K200.00	K200.00
Cheque book 50 leaves Foreign Currency Accounts - USD	USD 10.00	USD 10.00	USD 10.00	USD 10.00
Cheque book 50 leaves Foreign Currency Accounts - GBP	GBP 8.00	GBP 8.00	GBP 8.00	GBP 8.00
Cheque book 50 leaves Foreign Currency Accounts - EUR	EUR 9.00	EUR 9.00	EUR 9.00	EUR 9.00
Cheque book 50 leaves Foreign Currency Accounts - ZAR	ZAR200.00	ZAR200.00	ZAR200.00	ZAR200.00
Cheque processing (ZMW)	Free	Free	Free	Free
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	K300.00*	K300.00*	K300.00*	K300.00*
Irregularly drawn cheques (technical reasons)	Free	Free	Free	Free
Bank/Manager's cheque issued	K200.00* per cheque	K200.00* per cheque	K200.00* per cheque	K200.00* per cheque
Counter cheque cash voucher	Free	Free	N/A	N/A
Unpaid cheque, DDACC/ RTGS/Stop Payment and standing orders due to insufficient funds	K510.00 per item	K510.00 per item	K510.00 per item	K510.00 per item
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)	K10.00	K10.00	K10.00	K10.00
Internet transaction to other bank - RTGS (Electronic)	K40.00	K40.00	K40.00	K40.00
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	15% of the amount, minimum K20.00, maximum K65.00	15% of the amount, minimum K20.00, maximum K65.00	15% of the amount, minimum K20.00, maximum K65.00	15% of the amount, minimum K20.00, maximum K65.00
Internet banking statement	Free	Free	Free	Free
E-Tracer (bank statement sent via email)				
Application and set up fee	Free	Free	Free	Free
Per statement	Free	Free	Free	Free
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	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				
ATM airtime top-up	Free	Free	Free	Free
Mobile banking airtime purchase	Free	Free	Free	Free
STATEMENTS				
Monthly statement for 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	K250.00*	K250.00*	Free	Free
Interim/ Duplicate statement via Portal	K60.00*	K60.00*	Free	Free
MINI STATEMENTS				
Mobile Banking mini statement	K3.00	K3.00	K3.00	K3.00
Mini statement at Zanaco ATM	K5.00	K5.00	Free	Free
Mini statement at other Bank's ATM	N/A	N/A	N/A	N/A
DEBIT CARDS				
First card issued on new account	Free	Free	Free	Free
Uncollected card (Beyond 90 Days)	K100.00*	K100.00*	K100.00*	K100.00*
Card Replacements				
Lost card/stolen	K100.00*	K100.00*	K150.00*	K150.00*
Pin forgotten	Free	Free	Free	Free
Expired card	Free	Free	Free	Free
Quarterly ATM card fee	Free	Free	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	Fee to apply on cost recovery basis	Fee to apply on cost recovery basis
GENERAL BANKING SERVICES				
Cheque image/copy	K200.00* per image/copy	K200.00* per image/copy	K200.00* per image/copy	K200.00* per image/copy
Counter voucher image/copy	K200.00* per image/copy	K200.00* per image/copy	K200.00* per image/copy	K200.00* per image/copy
Outward status enquiry except on account opening	N/A	N/A	N/A	N/A
Certification of customer's documents	K50.00* per copy	K50.00* per copy	Free	Free
Certificate of balance	K50.00*	K50.00*	K50.00*	K50.00*
Search fee for items 6 months to 1 year	K200.00* per item	K200.00* per item	K200.00* per item	K200.00* per item
Search fee for items over one year	K300.00* per item	K300.00* per item	K300.00* per item	K300.00* per item
Commission on Bank references	K50.00*	K50.00*	K50.00*	K50.00*
Commission on Confirmation of Bank Accounts	K50.00*	K50.00*	K50.00*	K50.00*
Night Safe	N/A	N/A	N/A	N/A
SAFE CUSTODY				
Small envelopes/ Tamper proof bag (A5 size)	N/A	N/A	N/A	N/A
Medium envelopes/ Tamper proof bag (A4 size)	N/A	N/A	N/A	N/A
Large envelopes/ Tamper proof bag (A3 size)	N/A	N/A	N/A	N/A
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	K500.00	K500.00	K500.00	K500.00
Premature Withdrawal - Upfront Interest	K1,000.00	K1,000.00	K1,000.00	K1,000.00
Premature withdrawal - Partial Redemption	N/A	N/A	K1,000.00	K1,000.00
INVESTMENT IN GOVERNMENT SECURITIES				
Commission - Treasury bills	1% of discount, minimum K115.00	1% of discount, minimum K115.00	1% of discount, minimum K115.00	1% of discount, minimum K115.00
Commission - GRZ bonds	1% of discount, minimum K115.00	1% of discount, minimum K115.00	1% of discount, minimum K115.00	1% of discount, minimum K115.00
Firm G letter of guarantee to BOZ for 1/8 B bonds	K80.00	K80.00	K80.00	K80.00
PURCHASE OF FOREIGN EXCHANGE				
Travellers Cheques	N/A	N/A	N/A	N/A
Foreign currency notes	Buying rate	Buying rate	Buying rate	Buying rate
Collection charges on cheques - International	N/A	N/A	N/A	N/A
Postage	Full cost	Full cost	Full cost	Full cost
Conversion from Foreign Currency to ZMW	Buying rate - Free	Buying rate - Free	Buying rate - Free	Buying rate - Free
SALE OF FOREIGN EXCHANGE				
Foreign currency notes	Selling rate	Selling rate	Selling rate	Selling rate
Draft /Bills	1% of the amount min K158.40 max K528.00 or US\$ equivalent	1% of the amount min K158.40 max K528.00 or US\$ equivalent	1% of the amount min K158.40 max K528.00 or US\$ equivalent	1% of the amount min K158.40 max K528.00 or US\$ equivalent
Draft Cancellation	K132.00	K132.00	K132.00	K132.00
Draft Stop Payment	K132.00 plus US\$30.00 correspondent charges	K132.00 plus US\$30.00 correspondent charges	K132.00 plus US\$30.00 correspondent charges	K132.00 plus US\$30.00 correspondent charges
Postage	Full cost	Full cost	Full cost	Full cost
Collection charges on cheques - International	N/A	N/A	N/A	N/A
Conversion from ZMW to Foreign Currency	Selling rate - Free	Selling rate - Free	Selling rate	Selling rate
LOANS & OVERDRAFTS				
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 for new, renewal, enhancement, excess of approved facilities	3.5% min K600.00	3.5% min K600.00	3.5% min K600.00	3.5% min K600.00

* 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

