

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2023
AVERAGE INTEREST RATES ON DEPOSITS (EXPRESSED AS ANNUAL RATES)

SNo.	BANK	Savings Account (%)		Time Deposits of K10,000 or above (%)				
		Less than K1,000	More than K1,000	30 Days Tenure	60 Days Tenure	90 Days Tenure	180 Days Tenure	360 Days Tenure
1	AB Bank Zambia Limited	6.00%	6.00%	7.5% - 10%	8% - 10%	9.5% - 14%	10% - 14%	12% - 17%
2	Access Bank Zambia Limited	2.50%	2.50%	4.75%	5.25%	5.75%	6.75%	10.75%
3	Atlas Mara Zambia	2.00%	2.50%	3.50%	4.00%	4.50%	6.50%	7.00%
4	Bank of China Zambia Limited	Max 1%	Max 1%	1.50%	N/A	2.50%	3.50%	N/A
5	ABSA Bank Zambia	1.00%	VARIOUS	4.50%	NIL	6.50%	7.50%	8.50%
6	Citibank Zambia Limited	N/A	N/A	Max. 9.44%	Max. 9.49%	Max. 10.14%	Max. 11.50%	Max. 15.75%
7	Ecobank Zambia Limited	5.50%	5.50%	4.50%	5.00%	7.00%	7.50%	9.00%
8	First Alliance Bank Zambia Limited	6.00%	6.00%	4.00%	5.00%	6.00%	7.00%	10.00%
9	First Capital Bank Zambia Limited	3.00%	3.00%	4.00%	5.00%	6.00%	7.00%	9.00%
10	First National Bank Zambia Limited	5.80%	6.83%	4.27%	5.84%	6.74%	7.67%	10.97%
11	Indo-Zambia Bank Limited	2.00%	6.00%	3.00%	3.00%	4.00%	5% to 6%	6% to 8%
12	Investrust Bank Plc	3.00%	3.00%	5.00%	7.00%	8.00%	9.50%	10.50%
13	Stanbic Bank Zambia Limited	NIL	2.00%	6.00%	7.00%	8.00%	9.00%	11.00%
14	Standard Chartered Bank Zambia Plc	2.30%	2.3-3.8%	0.20%	0.43%	0.50%	1.00%	4.50%
15	United Bank for Africa (Z) Limited	3.00%	3.00%	2.00%	2.25%	2.50%	2.75%	3.25%
16	Zambia Industrial Commercial Bank	2.75%	5.25%	7.94%	8.83%	8.77%	8.42%	13.34%
17	Zambia National Commercial Bank Plc	1.50%	1.50%	5.00%	6.00%	7.00%	8.00%	10.00%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2023
AVERAGE LENDING INTEREST RATES (EXPRESSED AS ANNUAL RATES)

SNO.	BANK	PERSONAL LOANS (%)				MORTGAGE LOANS (%)		LENDING TO SMEs (%)	
		Salary Backed		Other Loans		Margin above BOZ Rate	Lending Interest Rate	Margin above BOZ Rate	Lending Interest Rate
		Margin above BOZ Rate	Lending Interest Rate	Margin above BOZ Rate	Lending Interest Rate				
1	AB Bank Zambia Limited	12.20%	22.00%	26.20%	36.00%	N/A	N/A	65.49%	75.29%
2	Access Bank Zambia Limited	16.00%	25.00%	16.00%	25.00%	N/A	N/A	16.00%	25.00%
3	Atlas Mara Zambia	19.50%	28.75%	19.50%	28.75%	N/A	N/A	15.50%	24.75%
4	Bank of China Zambia Limited	NIL	9.25%	N/A	N/A	N/A	N/A	N/A	N/A
5	ABSA Bank Zambia	19.00%	28.25%	N/A	N/A	16.00%	25.10%	N/A	N/A
6	Citibank Zambia Limited	N/A							
7	Ecobank Zambia Limited	10.25%	19.50%	14.75%	24.00%	14.75%	24.00%	15.75%	25.00%
8	First Alliance Bank Zambia Limited	25.90%	31.62%	25.90%	31.62%	25.90%	31.62%	25.90%	31.62%
9	First Capital Bank Zambia Limited	22.00%	31.25%	22.00%	31.25%	22.00%	31.25%	22.00%	31.25%
10	First National Bank Zambia Limited	16.54%	26.29%	19%	29%	13%	22%	9.49%	19.24%
11	Indo-Zambia Bank Limited	20.50%	29.75%	20.50%	29.75%	20.50%	29.75%	19.50%	28.75%
12	Investrust Bank Plc	15.00%	24.00%	15.00%	24.00%	N/A	N/A	15.00%	24.00%
13	Stanbic Bank Zambia Limited	19.25%	28.50%	19.25%	28.50%	15.25%	24.50%	24.25%	33.50%
14	Standard Chartered Bank Zambia Plc	14.00%	23.25%	14.00%	23.25%	7.00%	16.25%	20.00%	29.25%
15	United Bank for Africa (Z) Limited	15.57%	26.77%	15.57%	26.77%	9.00%	18.82%	20.79%	29.58%
16	Zambia Industrial Commercial Bank	18.79%	28.04%	16.67%	25.92%	8.00%	8.00%	17.01%	26.26%
17	Zambia National Commercial Bank Plc	15.95%	25.20%	17.59%	26.84%	13.63%	22.88%	15.13%	24.38%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2023
MONTHLY MAINTENANCE FEES, MINIMUM BALANCE AND PENALTY FEES FOR BALANCES BELOW MINIMUM

SNo.	BANK	MONTHLY MAINTENANCE FEES (ZMW)				MINIMUM BALANCE (ZMW)		PENALTY FEES FOR BALANCES BELOW MINIMUM (ZMW)	
		Current Account		Savings Account (For Accounts with a Cheque Book)		Basic Type	High-end Market Type	Basic Type	High-end Market Type
		Basic Type	High-end Market Type	Basic Type	High-end Market Type				
1	AB Bank Zambia Limited	K20.00 - K75.00	K100.00 - K200.00	FREE	FREE	K100-Savings Acc; K10 Kids Savings Acc	NIL	K30-Savings Acc; K10 Kids Savings Acc	NIL
2	Access Bank Zambia Limited	K70.00	K70.00	N/A	N/A	K50.00	K1,000.00	K50.00	K50.00
3	Atlas Mara Zambia	K60.00	K300.00	N/A	N/A	N/A	N/A	N/A	N/A
4	Bank of China Zambia Limited	FREE for personal;K50.00 for SMEs	FREE for personal;K50.00 for SMEs	FREE	FREE	K500.00 for personal;K1,000.00 for SMEs	K500.00 for personal;K1,000.00 for SMEs	K150.00	K150.00
5	ABSA	K35.00	K250.00	NIL	NIL	K500.00	K100,000.00	NIL	NIL
6	Citibank Zambia Limited	K150.00 on ZMW Accounts \$15.00 on Foreign Currency Accounts	K150.00 on ZMW Accounts \$15.00 on Foreign Currency Accounts	N/A	N/A	N/A	N/A	N/A	N/A
7	Ecobank Zambia Limited	K50.00	K200.00	NIL	NIL	K50.00	K1,000.00	NIL	NIL
8	First Alliance Bank Zambia Limited	K25.00 PER MONTH WHERE MIN BAL OF K250.00 IS NOT MAINTAINED.	K25.00 PER MONTH WHERE MIN BAL OF K1,000.00 IS NOT MAINTAINED.	NIL	NIL	K250.00	K1,000.00	K25.00	K25.00
9	First Capital Bank Zambia Limited	K150.00	K200.00	N/A	K40.00	K1,000.00	K5,000.00	N/A	N/A
10	First National Bank Zambia Limited	K33.00	K325.00	FREE	N/A	K60.00	N/A	N/A	N/A
11	Indo-Zambia Bank Limited	K100.00 p.m	FREE	FREE	K50.00 p.m	K40.00	K500.00	K25.00	K25.00
12	Investrust Bank Plc	K35.00	K110.00	FREE	N/A	K20.00	K30,000.00	K15.00	K15.00
13	Stanbic Bank Zambia Limited	K55.00	K330.00	NIL	NIL	K100.00	K100.00	NIL	NIL
14	Standard Chartered Bank Zambia Plc	NIL	K90.00	NIL	NIL	NIL	\$ 1,000.00 & K500.00	NIL	K60.00
15	United Bank for Africa (Z) Limited	K50.00	K250.00	NIL	K50.00	K40.00	K50.00	No interest paid	No interest paid
16	Zambia Industrial Commercial Bank	K35.00	K100.00 - K200.00	NIL	NIL	NIL - Current Account, K100.00 - Savings Account	NIL - Current Account, K100.00 - Savings Account	NIL	NIL
17	Zambia National Commercial Bank Plc	K80.00 for Preferred K50.00 for MSME Digital Banking	K300.00 club fee: (Discount offered for Customers that maintain balances of K400,000 and above)for Private Priority, K110.00 for SME Business Advantage	Free for Preferred, N/A for MSME Digital Banking	Free for Private Priority, N/A for SME Business Advantage	K350.00 for Preferred, N/A for MSME Digital Banking	K500.00 for Private Priority, N/A for SME Business Advantage	K20.00 for Preferred, N/A for MSME Digital Banking	Free for Private Priority, N/A for Business Advantage

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2023
WITHDRAWAL, ATM, FUNDS TRANSFERS, INTERNET AND MOBILE BANKING

SNo.	BANK	WITHDRAWAL (ZMW)		FUNDS TRANSFERS		INTERNET AND MOBILE BANKING				
		Over the counter (where the amount or denominations can be dispensed at the ATM)	ATM Per Transaction		Outwards Clearance		INTERNET		MOBILE BANKING	
			Local	International	Electronic (Local)	Telegraphic (International)	Own Bank's Platform	Other Banks' Platform	Own Bank's Platform	Other Banks' Platform
1	AB Bank Zambia Limited	0.40%, K4.00 min, 2 Withdraws on Saving Acc free, 0.65% on bulk cash withdrawals on Savings Acc max K1,800.00	N/A	N/A	K10.00	0.60% Min. 50 USD, Max. 200 USD (our); +70 USD correspondent bank fee (our)	N/A	N/A	N/A	N/A
2	Access Bank Zambia Limited	K150.00	K10.00	K30.00	1% min USD50 max USD150 plus Swift charge USD30	USD30	K10.00	K10.00	K5.00	K22.00
3	Atlas Mara Zambia	K150.00	K13.00	K50.00	1% Min USD 35 Max 150	1% Min \$ 35 Max \$ 150	N/A	K15.00 DDACC K35.00 RTGS	K7.00	K10.00
4	Bank of China Zambia Limited	FREE	N/A	N/A	Retail and SME Preferential: K20.00 for Tax payment, K40.00 for electronic (per transfer)	0.8%, MIN \$30.00, MAX \$250.00	0.8% \$30-\$250 (TT) /K40.00 (RTGS)	0.8% \$30-\$250 (TT) /K40.00 (RTGS)	N/A	N/A
5	ABSA	NIL	K10.00	K20.00	1% min K151.5 (includes USD 15 swift charge)	1% min K151.5 (includes USD 15 swift charge)	FREE	FREE	K10.00	FREE
6	Citibank Zambia Limited	NIL	N/A	N/A	K30.00 DDACC, K75 RTGS	Electronic - 1.15%, Min \$60, Max \$170 Manual - 1.5%, Min \$80, Max \$300	NIL	NIL	NIL	NIL
7	Ecobank Zambia Limited	K58.00	K8.00	K15.00	1% min USD30.00 Max USD100.00	1%min. USD50-max USD150	FREE	NIL	NIL	NIL
8	First Alliance Bank Zambia Limited	NIL	K5.00	K25.00	K40.00	0.5 OF T.T AMT MIN USD 60 MAX USD 250	NIL	K35.00	N/A	N/A
9	First Capital Bank Zambia Limited	N/A	K7.00	K30.00	K25.00	K75.00	K40.00	N/A	N/A	N/A
10	First National Bank Zambia Limited	100+ 0.2%, Maximum 300; if amount can otherwise be drawn at ATM	K11.00	K35.00	Free on Retail products, otherwise K10.00	1.0% of value. Min \$35 max \$150	FREE FOR RETAIL PRODUCTS, OTHERWISE K10.00	FREE FOR RETAIL PRODUCTS, OTHERWISE K10.00	FREE FOR RETAIL PRODUCTS, OTHERWISE K10.00	N/A
11	Indo-Zambia Bank Limited	Free above ATM Limit & K50.00 below K20,000.00	K8.00	K35.00	DDACC K25.00 & RTGS K55.00	0.6% of amount, min \$50 max \$90 (Retail) 0.6% of amount, min \$50 max \$150 (Corporate)	FREE	DDACC K10.00 & RTGS K40.00	FREE	DDACC K10.00 & RTGS K40.00
12	Investrust Bank Plc	K50.00	K10.00	K27.00	K10.00	\$35, 1% min \$40 - max \$150	FREE	K10.00	FREE	N/A
13	Stanbic Bank Zambia Limited	NIL (120.0 - within ATM limit)	K10.00	K23.00	K10.00 (for electronic instruction) K25.00 (for manual instruction)	1% min USD35, max USD100	K1.00	NIL	N/A	N/A
14	Standard Chartered Bank Zambia Plc	K200.00	K12.00	K50.00	RTGS Online - 1%, Min ZMW 10.00, Max charge ZMW 40.00 EFT/DDAC Online - ZMW 10.00	1% Min K160 and Max ZMW 500 for equivalent	NIL	NIL	NIL	(BANK TO WALLET TRANSFERS) K10.00
15	United Bank for Africa (Z) Limited	FREE	K7.00	2.8% of transaction amount	K50.00	0.5% (min USD50 max USD130)	FREE	N/A	N/A	N/A
16	Zambia Industrial Commercial Bank	NIL	K9.50	K19.00	DDACC K10.00 , RTGS K40.00	1%, Minimum USD45.00, Maximum USD120.00	INTERNAL FUNDS TRANSFER CHARGE FOR RETAIL CUSTOMERS = NIL	DDACC K10.00 , RTGS K40.00	NIL	DDACC K10.00 , RTGS K40.00
17	Zambia National Commercial Bank Plc	K150.00 (OTC cash withdrawal where the amount and or denominations being withdrawn can be dispensed by the ATM) for Preferred, Free for Private Priority, N/A for both MSME Digital Banking and SME Business Advantage	K11.00 for Preferred (Zanaco ATMs), Free for Private Priority (Zanaco ATMs), K11.00 for MSME Digital Banking (Zanaco ATMs), K10.00 for SME Business Advantage (Zanaco ATMs), K20.00 for Preferred & Private Priority (Other Banks' ATMs - Local), K20.00 for SME Business Advantage (Other Banks' ATMs - Local)	K25.00 + 1.5%, Max K65.00 for both Preferred & Private Priority, K15.00 + 1.5%, Max K50.00 for both MSME Digital Banking & SME Business Advantage	DDACC (Internet Banking) DDACC K10.00 for Preferred, Private Priority DDACC K10.00 MSME Digital Banking & SME Business Advantage RTGS (Internet Banking) RTGS K40.00 for Preferred & Private Priority, RTGS K40.00 MSME Digital Banking & SME Business Advantage	1% of the amount, min US\$20, max US\$60 or Kwacha equivalent for both Preferred and Private Priority. 0.75% of amount, min \$45, max \$150 for both MSME Digital Banking & SME Business Advantage	Free for both Preferred and Private Priority, K6.00 for both MSME Digital Banking & SME Business Advantage	DDACC K10.00 for both Preferred & Private Priority, K10.00 for both MSME Digital Banking & SME Business Advantage RTGS K40.00 for Preferred & Private Priority, K40.00 for MSME Digital Banking & SME Business Advantage	Free for both Preferred & Private Priority, K2,000.00 and below = K7.00 for both MSME Digital Banking & SME Business Advantage Above K2,000.00 = K10.00 for both MSME Digital Banking & SME Business Advantage	DDACC Transfers to other banks DDACC = K10.00 for Preferred & Private Priority, Transfers to other banks DDACC = K10.00 MSME Digital Banking & SME Business Advantage RTGS Transfers to other banks RTGS = K40.00 for preferred & Private Priority, Transfers to other banks RTGS = K40.00 for MSME Digital Banking & SME Business Advantage

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2023
PAYMENTS FOR OTHER SERVICES AND GENERAL CHARGES

SNo.	BANK	PAYMENTS FOR OTHER SERVICES								GENERAL CHARGES (ZMW)	
		Certificate of Balance	Replacement of lost ATM card	Bankers' cheque	Stop cheque payment	Standing order	Duplicate statement per page	Drawing against undecleared effects	Interest charge on overdrawn account	Dormant account charge per month	Account Closure (within 6 months)
1	AB Bank Zambia Limited	K60.00	N/A	K100.00; K200.00-Non Clients	K200.00	K20.00	K30.00 standard	N/A	N/A	N/A	K30.00 Current Acc, K30.00 Savings Acc, K10.00 Kids savings Acc other free (account< 6 months)
2	Access Bank Zambia Limited	K350.00	K80.00	K230.00	K80.00 with police report, K350.00 with no police report	NIL	K50.00	2% OF AMOUNT DRAWN AMOUNT	35.00%	NIL	NIL
3	Atlas Mara Zambia	K200.00	N/A	K80.00 for customers, K100.00 for Non customers	K200.00	K60.00	K45.00	K250.00 administration Fee plus interest @ BOZ policy + Margin	BOZ Rate + 19.5%	NIL	K150.00 within 6 months ,Nil more than 6 months Nil for deceased
4	Bank of China Zambia Limited	K200.00	N/A	Customer K70.00; Non-customer K200.00	FREE	FREE	FREE	N/A	N/A	FREE	FREE
5	ABSA	K250.00	K85.00	K150.00	K350.00	NIL	K20.00 per page	NIL	NIL	NIL	K40.00
6	Citibank Zambia Limited	NIL	N/A	LCY - Electronic- K75.00, Manual- K100.00 FCY - Electronic - \$10, Manual - \$15	NIL	Within Zambia - K20.00 Outside Zambia - \$15	Within 3 months - K30.00 More than 3 months - K40.00	N/A	All in rate of 23.50%	NIL	NIL
7	Ecobank Zambia Limited	K175.00	K70.00	K100.00	K120.00	FREE	K35.00	K840.00	POLICY RATE + MARGIN	NIL	K200.00
8	First Alliance Bank Zambia Limited	NIL	K50.00	K25.00	K50.00	K50.00	K10.00	N/A	NIL	NIL	NIL
9	First Capital Bank Zambia Limited	K50.00	K150.00	K100.00	K200.00	N/A	K5.00	N/A	38.50%	N/A	N/A
10	First National Bank Zambia Limited	K150.00	K80.00	K250.00	K120.00 online and K350.00 FNB Branch	Free Online and K40.00 FNB Branch	FREE	K405.00	35.25%	N/A	N/A
11	Indo-Zambia Bank Limited	K50.00/- Individual and K150.00/- Corporate	K100.00	K100.00	K250.00	K50.00	Per page K25 (monthly statement is free)	1.50% (min ZMW 200/-)	36.75%	FREE	FREE
12	Investrust Bank Plc	K50.00	K110.00	K100.00 + VAT K16	K350.00	K100.00	K50.00	K1,000.00	31.00%	N/A	N/A
13	Stanbic Bank Zambia Limited	K50.00 Retail K462.00 Corporate	K105.00	K100.00 Retail K218.00 Corporate	K605.00	K31.00	K5.00 Retail K242.00 Corporate	NIL	BPR+17%	NIL	NIL
14	Standard Chartered Bank Zambia Plc	K100.00	K200.00	K80.00	K300.00	K20.00	K100.00	K510.00 INDIVIDUAL & K840.00 NON INDIVIDUAL	MPR	NIL	NIL
15	United Bank for Africa (Z) Limited	K250.00	K80.00	K200.00	K300.00	FREE	K30.00	K1,000.00	35.00%	FREE	FREE
16	Zambia Industrial Commercial Bank	K50.00	K75.00	K100.00 - ZICB Customer, K150.00 Non ZICB Customer	K250.00	NIL	K10.00 per page,	DEAL DRIVEN	40% P.A+MPR	NIL	NIL
17	Zambia National Commercial Bank Plc	K50.00 plus VAT for both Preferred & Private Priority Free for MSME Digital Banking & SME Business Advantage	K100.00 plus VAT for Preferred, MSME Digital Banking & SME Business Advantage K150.00 plus VAT for Private Priority,	K200.00 plus VAT per bank cheque for both Preferred and Private Priority K100.00 plus VAT per bank cheque for both MSME Digital Banking & SME Business Advantage	K300.00 plus VAT for Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	Free for Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	K250.00 plus VAT (manual) for Preferred K60.00 plus VAT (Electronic via Portal) for Preferred Free for Private Priority, Free for for both MSME Digital Banking & SME Business Advantage	N/A	Unauthorised Overdrawn Accounts BOZ Policy rate + margin for ZMW - Preferred, Private Priority, MSME Digital Banking & SME Business Advantage USD Base rate + margin for USD - Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	FREE	FREE