

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 30 September 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% | 7.50% - 10.00% | 8.00% - 10.00% | 9.50% - 14.00% | 10.00% - 14.00% | 12.00% - 17.00% |
| 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 1.00% | Max 1.00% | 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. 10.00% | Max. 10.00% | Max. 10.00% | Max. 10.00% | Max. 15.30% |
| 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% | 5.00% | 6.00% | 7.00% | 8.00% | 10.00% |
| 10 | First National Bank Zambia Limited | 5.83% | 6.68% | 4.23% | 6.84% | 5.84% | 7.60% | 11.11% |
| 11 | Indo-Zambia Bank Limited | 2.00% | 6.00% | 3.00% | 3.00% | 4.00% | 5.00% to 6.00% | 6.00% to 8.00% |
| 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 | 0.50% | 0.50% | 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% | 8.27% | 8.34% | 8.51% | 8.56% | 13.12% |
| 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 30 September 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 | 12.25% | 22.00% | 26.25% | 36.00% | N/A | N/A | 64.78% | 74.53% |
| 2 | Access Bank Zambia Limited | 16.00% | 26.00% | 16.00% | 26.00% | N/A | N/A | 16.00% | 26.00% |
| 3 | Atlas Mara Zambia | 18.50% | 28.00% | 18.50% | 28.00% | N/A | N/A | 15.50% | 25.00% |
| 4 | Bank of China Zambia Limited | NIL | 10.00% | N/A | N/A | N/A | N/A | N/A | N/A |
| 5 | ABSA Bank Zambia | 19.00% | 29.00% | N/A | N/A | 16.00% | 25.75% | N/A | N/A |
| 6 | Citibank Zambia Limited | N/A |
| 7 | Ecobank Zambia Limited | 19.00% | 29.00% | 19.00% | 29.00% | 19.00% | 29.00% | 16.41% | 26.41% |
| 8 | First Alliance Bank Zambia Limited | 22.50% | 32.17% | 22.50% | 32.17% | 22.50% | 32.17% | 22.50% | 32.17% |
| 9 | First Capital Bank Zambia Limited | 22.00% | 32.00% | 22.00% | 32.00% | 22.00% | 32.00% | 22.00% | 32.00% |
| 10 | First National Bank Zambia Limited | 15.41% | 25.41% | 16.27% | 26.27% | 8.66% | 18.66% | 9.49% | 19.49% |
| 11 | Indo-Zambia Bank Limited | 20.50% | 30.50% | 20.50% | 30.50% | 14.00% | 24.00% | 19.50% | 29.50% |
| 12 | Investrust Bank Plc | 17.00% | 27.00% | 17.00% | 27.00% | N/A | N/A | 17.00% | 27.00% |
| 13 | Stanbic Bank Zambia Limited | 19.25% | 29.25% | 19.25% | 29.25% | 15.25% | 25.25% | 24.25% | 34.25% |
| 14 | Standard Chartered Bank Zambia Plc | 14.00% | 24.00% | 14.00% | 24.00% | 7.00% | 17.00% | 20.00% | 30.00% |
| 15 | United Bank for Africa (Z) Limited | 15.57% | 26.77% | 15.57% | 26.77% | 9.00% | 18.82% | 20.79% | 29.98% |
| 16 | Zambia Industrial Commercial Bank | 19.40% | 29.40% | 15.00% | 25.00% | 8.00% | 8.00% | 17.52% | 27.52% |
| 17 | Zambia National Commercial Bank Plc | 15.91% | 25.91% | 17.66% | 27.66% | 15.00% | 25.00% | 13.89% | 23.89% |

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 30 September 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 | K100.00 - Savings Acc; K10.00 - Kids Savings Acc | N/A | K30.00 - Savings Acc; K10.00 - Kids Savings Acc | N/A |
| 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 | K1,000.00 for SMEs | K150.00 | K150.00 |
| 5 | ABSA | K35.00 | K300.00 | 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 | K37.00 | K340.00 | FREE | N/A | K95.00 | N/A | N/A | N/A |
| 11 | Indo-Zambia Bank Limited | K100.00 | FREE | FREE | K50.00 | K40.00 | K500.00 | K25.00 | K25.00 |
| 12 | Investrust Bank Plc | K55.00 | K115.00 | FREE | N/A | K50.00 | K30,000.00 | K20.00 | K20.00 |
| 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 | USD1,000.00 & 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 | 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 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 30 September 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 Withdrawals 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. USD 50.00, Max. USD200 (our), +USD70.00 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 USD50.00 max USD150.00 plus Swift charge USD30.00 | USD30.00 | K10.00 | K10.00 | K5.00 | K22.00 |
| 3 | Atlas Mara Zambia | K150.00 | K13.00 | K50.00 | 1% Min USD35.00 Max USD150.00 | 1% Min USD 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) | 0.80%, MIN USD30.00, MAX USD250.00 | 0.80% USD30-USD250 (TT) /K40.00 (RTGS) | 0.8% USD30-USD250 (TT) /K40.00 (RTGS) | N/A | N/A |
| 5 | ABSA | NIL | K15.00 | K20.00 | 1% min zmk 151.5 (includes USD 15 swift charge) | 1% min zmk 151.5 (includes USD 15 swift charge) | FREE | K10.00 | FREE | K10.00 |
| 6 | Citibank Zambia Limited | NIL | N/A | N/A | K30.00 DDACC, K75.00 RTGS | Electronic - 1.15% Min \$60.00, Max \$170.00 Manual - 1.50%, Min \$80.00, Max \$300.00 | 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 | 0.50% OF T.T AMT MIN USD60.00 MAX USD250.00 | 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 | K120.00 + 0.25%, Maximum K300.00; if amount can otherwise be drawn at ATM | K13.00 | K35.00 | Free on Retail products, otherwise K10.00 | 1.00% of value. Min \$35.00 max \$150.00 | 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 | 0.60% of amount, min \$50.00 max \$90.00 (Retail) 0.60% of amount, min \$50.00 max \$150.00 (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 | \$35.00, 1.00% min \$40.00 - max \$150.00 | FREE | K10.00 | FREE | N/A |
| 13 | Stanbic Bank Zambia Limited | NIL (K120.00 - within ATM limit) | K10.00 | K23.00 | K10.00 (for electronic instruction) K25.00 (for manual instruction) RTGS manual K55.00 | 1% min USD35.00, max USD100.00 | K1.00 | NIL | N/A | N/A |
| 14 | Standard Chartered Bank Zambia Plc | K200.00 | K20.00 | K50.00 | RTGS Online - 1%, Min K10.00, Max charge K40.00 EFT/DDAC Online - K10.00 | 1% Min K160 and Max K500 *or equivalent | NIL | NIL | NIL | (BANK TO WALLET TRANSFERS) K10.00 |
| 15 | United Bank for Africa (Z) Limited | FREE | K7.00 | 2.80% 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 MSME Digital Banking (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 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 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 30 September 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 uncleared effects | Interest charge on overdrawn account (%) | Dormant account charge per month | 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 | K250.00 | K80.00 with police report, K350.00 with no police report | NIL | K50.00 | 2.00% 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 + 19.50% | 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 | K50.00 per page | K350.00 per item | 34.00% | K40.00 | NIL |
| 6 | Citibank Zambia Limited | NIL | N/A | LCY - Electronic- K75.00, Manual- K100.00 FCY - Electronic - \$10.00, Manual - \$15.00 | 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 21.90% | 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 | K300.00 | K120.00 online and K350.00 FNB Branch | Free Online and K46.00 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 K25.00 (monthly statement is free) | 1.50% (min K200.00/-) | 37.00% | FREE | FREE |
| 12 | Investrust Bank Plc | K200.00 | 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 Personal K462 Corporate | K105.00 | K100.00 Personal K218.00 Corporate | K605.00 | K31.00 | K5.00 Personal K242.00 Corporate | NIL | BFR+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 plus VAT (manual) for Preferred K60 plus VAT (Electronic via Portal) for Preferred Free for Private Priority Free 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 |