

**INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 December 2020**  
**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% - 11%	9.5% - 14.5%	11.5% - 17%	15% - 22%
2	Access Bank Zambia Limited	2.50%	2.50%	7.25%	7.50%	7.75%	8.75%	11.75%
3	Atlas Mara Zambia	2.5%	3.0%	5.50%	6.50%	7.00%	10.00%	14.50%
4	Bank of China Zambia Limited	Max 1%	Max 1%	NA	NA	1.50%	2.50%	3.50%
5	ABSA Bank Zambia	1.00%	VARIOUS	4.50%	NIL	6.50%	8.50%	10.50%
6	Cavmont Bank Limited	3.00%	3.00%	7.00%	8.00%	10.00%	11.00%	14.00%
7	Citibank Zambia Limited	N/A	N/A	Max. 9.41%	Max. 9.76%	Max. 14.00%	Max. 16.00%	Max. 25.75%
8	Ecobank Zambia Limited	5.50%	5.50%	11.00%	11.50%	12.00%	14.50%	19.50%
9	First Alliance Bank Zambia Limited	6.00%	6.00%	8.00%	9.00%	11.00%	13.00%	17.00%
10	First Capital Bank Zambia Limited	3.00%	3.00%	7.00%	8.50%	11.50%	13.00%	16.00%
11	First National Bank Zambia Limited	4.58%	5.69%	3.78%	7.19%	6.65%	11.51%	19.67%
12	Indo-Zambia Bank Limited	2.00%	6.00%	5.00%	5.00%	9.00%	10% to 11%	12% to 16%
13	Investrust Bank Plc	3.00%	3.00%	5.00%	7.00%	8.00%	9.50%	10.50%
14	Stanbic Bank Zambia Limited	NIL	2.00%	11.00%	12.00%	14.00%	16.00%	20.00%
15	Standard Chartered Bank Zambia Plc	1.00%	2.00%	3.50%	5.50%	7.50%	9.00%	16.50%
16	United Bank for Africa (Z) Limited	3.00%	3.00%	9.00%	10.00%	11.00%	12.00%	15.00%
17	Zambia Industrial Commercial Bank	2.75%	5.25%	11.50%	8.75%	12.74%	13.68%	19.52%
18	Zambia National Commercial Bank Plc	1.50%	1.50%	6.00%	7.00%	8.00%	11.00%	14.00%

**INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 December 2020**  
**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	24.40%	32.40%	N/A	N/A	N/A	N/A	68.73%	76.73%
2	Access Bank Zambia Limited	21.50%	29.50%	22.14%	30.14%	N/A	N/A	10.00%	28.50%
3	Atlas Mara Zambia	22.5%	30.5%	22.5%	30.5%	N/A	N/A	15.80%	23.8%
4	Bank of China Zambia Limited	Nil	8.00%	2.25%	10.25%	N/A	N/A	N/A	N/A
5	ABSA Bank Zambia	19.00%	27.00%	N/A	N/A	16.00%	24.00%	N/A	N/A
6	Cavmont Bank Limited	19.50%	27.50%	19.50%	27.50%	14.00%	22.00%	19.50%	27.50%
7	Citibank Zambia Limited	N/A							
8	Ecobank Zambia Limited	15.28%	24.11%	15.92%	24.75%	15.92%	24.75%	15.92%	24.75%
9	Firat Alliance Bank Zambia Limited	22.50%	30.50%	22.50%	30.50%	22.50%	30.50%	22.50%	30.50%
10	Firat Capital Bank Zambia Limited	22.00%	30.00%	22.00%	30.00%	Nil	Nil	22.00%	30.00%
11	Firat National Bank Zambia Limited	16.05%	25.80%	17.10%	26.85%	7.18%	16.93%	22.11%	31.86%
12	Indo-Zambia Bank Limited	20.50%	28.50%	20.50%	28.50%	20.50%	28.50%	19.50%	27.50%
13	Investrust Bank Plc	24.50%	32.50%	24.50%	32.50%	N/A	N/A	24.50%	32.50%
14	Stanbic Bank Zambia Limited	19.25%	27.25%	19.25%	27.25%	15.25%	23.25%	24.25%	32.25%
15	Standard Chartered Bank Zambia Plc	27.00%	35.00%	27.00%	35.00%	15.00%	23.00%	20.00%	28.00%
16	United Bank for Africa (Z) Limited	16.48%	30.00%	16.48%	30.00%	6.00%	15.25%	16.48%	30.00%
17	Zambia Industrial Commercial Bank	21.29%	29.29%	17.95%	25.95%	N/A	N/A	19.18%	27.18%
18	Zambia National Commercial Bank Plc	16.04%	24.04%	17.58%	25.58%	12.66%	20.66%	16.05%	24.05%

**INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 December 2020**  
**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	FREE	30.00	FREE	FREE	K30-Savings Acc; K10-Kids Savings Acc	NONE	K30-Savings Acc; K10-Kids Savings Acc	NONE
2	Access Bank Zambia Limited	NIL	NIL	NIL	NIL	K50.00	K1,000.00	NIL	NIL
3	Atlas Mara Zambia	K50.00	K300.00	N/A	N/A	N/A	N/A	N/A	N/A
4	Bank of China Zambia Limited	K25.00	K50.00	FREE	FREE	K500.00	K1,000.00	K75.00	K150.00
5	ABSA	K35.00	K250.00	NIL	NIL	K500.00	K100,000.00	NIL	NIL
6	Cavmont Bank Limited	K70.00	K100.00	N/A	K70.00	K30.00	K1,000.00	K50.00	K50.00
7	Citibank Zambia Limited	K150 on ZMW Accounts \$15 on Foreign Currency Accounts	K150 on ZMW Accounts \$15 on Foreign Currency Accounts	N/A	N/A	N/A	N/A	N/A	N/A
8	Ecobank Zambia Limited	K50.00	K200.00	NIL	NIL	K50.00	K1,000.00	NIL	NIL
9	First Alliance Bank Zambia Limited	25 ZMW PER MONTH WHERE MIN BAL OF ZMW 250 IS NOT MAINTAINED.	25 ZMW PER MONTH WHERE	NIL	NIL	K250.00	K1,000.00	K25.00	K25.00
10	First Capital Bank Zambia Limited	K125.00	K150.00	N/A	K75.00	K1,000.00	K5,000.00	K150.00	K200.00
11	First National Bank Zambia Limited	K30.00	K325.00	FREE	N/A	K50.00	N/A	N/A	N/A
12	Indo-Zambia Bank Limited	K100 p.m	FREE	FREE	K30 p.m	K40.00	K500.00	K25.00	K25.00
13	Investrust Bank Plc	K30.00	K150.00	FREE	N/A	K15.00	K7,500.00	K10.00	K10.00
14	Stanbic Bank Zambia Limited	K55.00	K330.00	NIL	NIL	K100.00	K100.00	NIL	NIL
15	Standard Chartered Bank Zambia Plc	K60.00	K90.00	N/A	N/A	K500.00	K500.00	K60.00	K60.00
16	United Bank for Africa (Z) Limited	K30.00	K55.00	K5.00	K10.00	K40.00	K7,500.00	No interest paid	No interest paid
17	Zambia Industrial Commercial Bank	K25.00	K65.00	NIL	NIL	K40.00 - Current Account, K100.00 - Savings Account	K1,000.00 - Current Account, K100.00 - Savings Account	NIL	NIL
18	Zambia National Commercial Bank Plc	K80.00 for Preferred K50.00 for MSME Digital Banking	K300.00 club fee: (Discount is offered for Customers that maintain balances of K200,000 and above)for Private Priority, K110.00 for SME Business Advantage	Free for Preferred, N/A for both MSME Digital Banking and SME Business Advantage	Free for Private Priority, N/A for both MSME Digital Banking and 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, Free for Private Priority, 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 December 2020**  
**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 min, 2 Withdrawals on Saving Acc; free, 0.55% on bulk cash withdrawals on Savings Acc; max K1800	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	K20.00	K5.00	K10.00	1% min USD50 max USD150 plus Swift charge USD30	USD30	K10.00	K10.00	K3.50	K18.00
3	Atlas Mara Zambia	K100.00	K10.00	K50.00	1% Min USD 35 Max 150	1% Min USD 35 Max 150	N/A	K15 DDACC K35 RTGS	K7.00	K10.00
4	Bank of China Zambia Limited	FREE	N/A	N/A	Tax payment, K60 for electronic (per transfer) Retail and SME Preferential: K20	0.8%, MIN USD30.00, MAX 250.00	0.8% USD30-USD250 (TT) /ZMW 70 (RTGS)	0.8% USD30-USD250 (TT) /ZMW 70 (RTGS)	N/A	N/A
5	ABSA	NIL	K8.00	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	Cavmont Bank Limited	K35.00	K7.00	N/A	K50.00	USD30	N/A	K50.00	N/A	N/A
7	Citibank Zambia Limited	NIL	N/A	N/A	K25.00 DDACC, K60 RTGS	ELECTRONIC - 1%, Min \$50, Max \$150 Manual - 1.5%, Min \$75, Max \$300	NIL	NIL	NIL	NIL
8	Ecobank Zambia Limited	FREE	K5.00	K13.00	1% min USD30.00 Max USD100.00	1%min USD50-max USD150	FREE	NIL	NIL	NIL
9	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
10	First Capital Bank Zambia Limited	N/A	K7.00	N/A	K60.00	K90.00	K40.00	N/A	N/A	N/A
11	First National Bank Zambia Limited	140.00 if amount can otherwise be drawn at ATM	K10.00	K35.00	Free for Retail products, otherwise 10.00	1.0% of value. Min 20 max \$100	Free for Retail products, otherwise ZMW10.00	Free for Retail products, otherwise ZMW10.00	Free for Retail products, otherwise ZMW10.00	N/A
12	Indo-Zambia Bank Limited	FREE	K6.00	K25.00	DDACC K25 & RTGS K40	0.6% of amount, min \$20 max \$250 plus swift charge \$30	FREE	DDACC K10 & RTGS K40	FREE	DDACC K10 & RTGS K40
13	Investrust Bank Plc	K50.00	K8.00	K25.00	K10.00	\$30, 1% min \$40 - max\$150	FREE	K10.00	FREE	N/A
14	Stanbic Bank Zambia Limited	0.0 (120.0 - within ATM limit)	K9.00	K23.00	10.0 (for electronic instruction)	1% min USD35, max USD75	K1.00	NIL	N/A	N/A
15	Standard Chartered Bank Zambia Plc	K200.00	K12.00	K25.00	1% MIN K 10.00, MAX K40.00	1% MIN USD 50.00, MAX USD150	NIL	NIL	N/A	N/A
16	United Bank for Africa (Z) Limited	FREE	K4.00	2.8% of transaction amount	K50.00	0.5% (minUSD50 max USD130)	FREE	N/A	N/A	N/A
17	Zambia Industrial Commercial Bank	NIL	K8.00	K19.00	DDACC K10.00 , RTGS K40.00	1%, Minimum USD90.00, Maximum USD150.00	Internal funds transfer charge for Retail Customers - K3.00	DDACC K10.00 , RTGS K40.00	NIL	DDACC K10.00 , RTGS K40.00
18	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 Preferred (Zanaco ATMs), Free for Private Priority (Zanaco ATMs), K9.00 for MSME Digital Banking (Zanaco ATMs), K10.00 for SME Business Advantage (Zanaco ATMs), K15.00 for Preferred, Private Priority & MSME Digital Banking (Other Banks' ATMs - Local), K20.00 for SME Business Advantage (Other Banks' ATMs - Local)	K25.00 + 1.5%, max K85.00 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, MSME Digital Banking & SME Business Advantage RTGS (Internet Banking) RTGS K40.00 for both Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	1% of amount, min \$15, max \$60 or Kwacha equivalent for 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 for Preferred, Private Priority, MSME Digital Banking & SME Business Advantage RTGS K40.00 for Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	Free for both Preferred & Private Priority 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, MSME Digital Banking & SME Business Advantage RTGS Transfers to other banks RTGS = K40.00 for preferred, Private Priority, MSME Digital Banking & SME Business Advantage

**INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 December 2020**  
**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	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; K200-Non Client	K200.00	K20.00	K30 standard	N/A	N/A	N/A	K60 Current Acc, K30 Savings Acc, K10 Kees savings Acc other free (Account < 6 months)
2	Access Bank Zambia Limited	K250.00	K80.00	K80.00	80 with police report, 350 with no police report	NIL	K50.00	2% of amount drawn amount	44.50%	NIL	NIL
3	Atlas Mara Zambia	K200.00	N/A	K80 for customers, K100 for Non customers	K200.00	K200.00	K45.00	K250 administration fee plus interest @ BOZ policy + Margin	BOZ Rate + 19.5%	NIL	K150 within 6 months, Nil more than 6 months Nil for deceased
4	Bank of China Zambia Limited	K200.00	N/A	Customer ZMW 70.00 / Non-customer ZMW 200.00	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	Cavmont Bank Limited	K300.00	K80.00	K104.00	K200.00	K20.00	K50.00	5.00%	BPR+Margin	NIL	NIL
7	Citibank Zambia Limited	NIL	N/A	Electronic-K75.00, Manual-K100.00	NIL	Within Zambia - K20.00 More than 3 months - K40.00 Outside Zambia - \$15	Within 3 months - K30.00 More than 3 months - K40.00	N/A	Min BPR, Max BPR plus Margin of 12.5% (unapproved facilities)	NIL	NIL
8	Ecobank Zambia Limited	K175.00	K70.00	K100.00	K120.00	FREE	K35.00	K650.00	Policy Rate + margin	NIL	K200.00
9	First Alliance Bank Zambia Limited	NIL	K50.00	K25.00	K50.00	K50.00	K10.00	N/A	NIL	NIL	NIL
10	First Capital Bank Zambia Limited	K250.00	NIL	K100.00	K200.00	K150.00	K150.00	N/A	K1,000.00	N/A	N/A
11	First National Bank Zambia Limited	K150.00	K80.00	K250.00	120.00 online and 350.00 FNB Branch	Free Online and 38 FNB Branch	FREE	K405.00	35.25%	N/A	N/A
12	Indo-Zambia Bank Limited	K50/- Individual and K150/- Corporate	K100.00	K100.00	K250.00	K50.00	Per page K25 (monthly statement is free)	1.50% (min ZMW 200/-)	35.50%	FREE	FREE
13	Investrust Bank Plc	K300.00	K100.00	K100 + VAT K16	K350.00	K100.00	K50.00	K1,000.00	31.00%	N/A	N/A
14	Stanbic Bank Zambia Limited	K50.00	K462.00	K105.00	K100.00	K218.00	K31.00	NIL	NIL	BPR+17%	NIL
15	Standard Chartered Bank Zambia Plc	K100.00	K200.00	K80.00	K300.00	K20.00	K100.00	1% MIN K 160.00, MAX K 500.00	30% FOR INDIVIDUAL & 30.00% FOR NON INDIVIDUAL	NIL	NIL
16	United Bank for Africa (Z) Limited	K150.00	K70.00	K90.00	K350.00	FREE	K30.00	K1,000.00	35.00%	FREE	FREE
17	Zambia Industrial Commercial Bank	K150.00	K75.00	K100.00 - ZICB Customer, K150.00 Non ZICB Customer	Cheque Stop Payment Instruction - K350.00 without police report, K80.00 With Police Report	NIL	K 10.00 per page, Min K20.00	Deal Driven	40% p.a+MPR	NIL	NIL
18	Zambia National Commercial Bank Plc	Free for Preferred, Private Priority, 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 cheque for both Preferred and Private Priority K100.00 plus VAT 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	Unauthorised Overdrawn Accounts BOZ Policy rate + 21.5% for ZMW - Preferred, Private Priority, MSME Digital Banking & SME Business Advantage USD Base rate + 6% for USD - Preferred, Private Priority, MSME Digital Banking & SME Business Advantage	N/A	FREE	FREE