

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 30 June 2021
AVERAGE INTEREST RATES ON DEPOSITS (EXPRESSED AS ANNUAL RATES)

SN o.	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%	13.5% - 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%	N/A	N/A	1.50%	2.50%	3.50%
5	ABSA Bank Zambia	1.00%	VARIOUS	4.50%	NIL	6.50%	8.50%	10.50%
6	Citibank Zambia Limited	N/A	N/A	Max. 9.75%	Max. 10.08%	Max. 13.99%	Max. 16.03%	Max. 25.50%
7	Ecobank Zambia Limited	5.50%	5.50%	11.00%	11.50%	12.00%	14.50%	19.50%
8	First Alliance Bank Zambia Limited	6.00%	6.00%	8.00%	9.00%	11.00%	13.00%	17.00%
9	First Capital Bank Zambia Limited	3.00%	3.00%	7.00%	8.50%	11.50%	13.00%	16.00%
10	First National Bank Zambia Limited	5.59%	6.41%	3.95%	6.05%	6.57%	10.66%	17.96%
11	Indo-Zambia Bank Limited	2.00%	6.00%	5.00%	5.00%	9.00%	10% to 11%	12% to 16%
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	1.00%	2.00%	2.00%	3.50%	5.50%	7.00%	15.50%
15	United Bank for Africa (Z) Limited	3.00%	3.00%	9.00%	10.00%	11.00%	12.00%	15.00%
16	Zambia Industrial Commercial Bank	2.75%	5.25%	11.30%	10.83%	12.37%	13.14%	17.98%
17	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 30 June 2021
AVERAGE LENDING INTEREST RATES (EXPRESSED AS ANNUAL RATES)

SN o.	BANK	PERSONAL LOANS (%)				MORTGAGE LOANS (%)		LENDING TO SMEs (%)	
		Salary Backed	Lending Interest Rate	Other Loans	Lending Interest Rate	Margin above BOZ Rate	Lending Interest Rate	Margin above BOZ Rate	Lending Interest Rate
		Margin above BOZ Rate		Margin above BOZ Rate					
1	AB Bank Zambia Limited	23.13%	31.63%	N/A	N/A	N/A	N/A	67.37%	75.87%
2	Access Bank Zambia Limited	21.00%	29.50%	21.00%	29.50%	N/A	N/A	21.00%	29.50%
3	Atlas Mara Zambia	23.00%	31.00%	22.50%	31.00%	N/A	N/A	16.50%	24.30%
4	Bank of China Zambia Limited	2.75%	11.25%	0.00%	8.50%	N/A	N/A	N/A	N/A
5	ABSA Bank Zambia	19.00%	27.50%	N/A	N/A	16.00%	24.50%	N/A	N/A
6	Citibank Zambia Limited	N/A							
7	Ecobank Zambia Limited	10.70%	18.87%	10.70%	18.87%	10.70%	18.87%	20.58%	28.75%
8	First Alliance Bank Zambia Limited	22.50%	31.00%	22.50%	31.00%	22.50%	31.00%	22.50%	31.00%
9	First Capital Bank Zambia Limited	22.00%	30.50%	22.00%	30.50%	NIL	NIL	22.00%	30.50%
10	First National Bank Zambia Limited	16.98%	26.73%	17.69%	27.44%	8.20%	17.95%	9.75%	19.50%
11	Indo-Zambia Bank Limited	20.50%	29.00%	20.50%	29.00%	20.50%	29.00%	19.50%	28.00%
12	Investrust Bank Plc	24.50%	33.00%	24.50%	33.00%	N/A	N/A	24.50%	33.00%
13	Stanbic Bank Zambia Limited	19.25%	27.75%	19.25%	27.75%	15.25%	23.75%	24.25%	32.75%
14	Standard Chartered Bank Zambia Plc	18.00%	26.50%	18.00%	26.50%	15.50%	24.00%	20.00%	28.50%
15	United Bank for Africa (Z) Limited	19.91%	28.41%	19.91%	28.41%	6.00%	14.50%	19.91%	28.41%
16	Zambia Industrial Commercial Bank	20.53%	29.03%	14.36%	22.86%	N/A	N/A	21.22%	29.72%
17	Zambia National Commercial Bank Plc	17.60%	26.10%	15.95%	24.45%	12.50%	21.00%	13.31%	21.81%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 30 June 2021
MONTHLY MAINTENANCE FEES, MINIMUM BALANCE AND PENALTY FEES FOR BALANCES BELOW MINIMUM

SN o.	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 - K75	K100 - K250	FREE	FREE	K10-Kids Savings Acc	N/A	Acc; K10-Kids Savings Acc	N/A
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	Citibank Zambia Limited	\$15 on Foreign Currency Accounts	Accounts \$15 on Foreign	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 PER MONTH WHERE MIN BAL OF K250 IS NOT MAINTAINED.	WHERE MIN BAL OF K1,000 IS NOT MAINTAINED.	NIL	NIL	K250.00	K1,000.00	K25.00	K25.00
9	First Capital Bank Zambia Limited	K125.00	K150.00	N/A	K75.00	K1,000.00	K5,000.00	K150.00	K200.00
10	First National Bank Zambia Limited	K30.00	K325.00	FREE	N/A	K50.00	N/A	N/A	N/A
11	Indo-Zambia Bank Limited	K100.00 p.m	FREE	FREE	K30.00 p.m	K40.00	K500.00	K25.00	K25.00
12	Investrust Bank Plc	K30.00	K150.00	FREE	N/A	K15.00	K7,500.00	K10.00	K10.00
13	Stanbic Bank Zambia Limited	K55.00	K330.00	NIL	NIL	K100.00	K100.00	NIL	NIL
14	Standard Chartered Bank Zambia Plc	K60.00	K90.00	N/A	N/A	K500.00	USD 1,000.00 Current K 500.00	K60.00	K60.00
15	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
16	Zambia Industrial Commercial Bank	K25.00	K65.00	NIL	NIL	Account, K100.00 - Savings Account	K100.00 - Savings Account	NIL	NIL
17	Zambia National Commercial Bank Plc	K80.00 for Preferred K50.00 for MSME Digital Banking	K50.000 club fee. (Discount is offered for Customers that maintain balances of K200,000 and above)for Private Priority,	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 30 June 2021
WITHDRAWAL, ATM, FUNDS TRANSFERS, INTERNET AND MOBILE BANKING

SN o.	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 Withdraws on Saving Acc free, 0.65% 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	5 Plus 3% of the amount withdrawn	1% min USD50 max USD150 plus Swift charge	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	1% for Tax payment, K60 for electronic (per transfer) Retail and SME Preferential: K20 for Tax payment, K40 for electronic	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	K10.00	K20.00	1% min zmk 151.5 (includes USD 15 swift charge)	1% min zmk 151.5 (includes USD 15 swift charge)	FREE	FREE	K10.00	FREE
6	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
7	Ecobank Zambia Limited	FREE	K5.00	K13.00	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	N/A	K60.00	K90.00	K40.00	N/A	N/A	N/A
10	First National Bank Zambia Limited	K140.00 if amount can otherwise be drawn at ATM	K10.00	K35.00	Free on 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
11	Indo-Zambia Bank Limited	FREE	K6.00	K25.00	DDACC K25 & RTGS K40	0.6% of amount, min \$20 max \$75 plus swift charge \$30 (Retail)	FREE	DDACC K10 & RTGS K40	FREE	DDACC K10 & RTGS K40
12	Investrust Bank Plc	K50.00	K8.00	K25.00	K10.00	\$30, 1% min \$40 - max\$150	FREE	K10.00	FREE	N/A
13	Stanbic Bank Zambia Limited	0.0 (120.0 - within ATM limit)	K9.00	K23.00	electronic instruction) 25.0	1% min USD35, max USD75	K1.00	NIL	N/A	N/A
14	Standard Chartered Bank Zambia Plc	K200.00	K12.00	K25.00	1%, Min ZMW 10.00,	and Max ZMW 500	NIL	NIL	N/A	N/A
15	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
16	Zambia Industrial Commercial Bank	NIL	K9.00	K19.00	DDACC K10.00 , RTGS K40.00	1%, Minimum USD60.00, Maximum USD150.00	Internal funds transfer charge for Retail Customers – K0.00	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 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 -	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	RTGS (Internet Banking) DDACC K10.00 for Preferred, Private Priority, MSME Digital Banking & SME Business Advantage RTGS (Internet Banking) RTGS K40.00, 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 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	RTGS 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

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 30 June 2021
PAYMENTS FOR OTHER SERVICES AND GENERAL CHARGES

SN o.	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	Interest charge on overdrawn account (%)	Dormant account charge	Account Closure
1	AB Bank Zambia Limited	K60.00	N/A	K100; K200-Non Client	K200.00 K80.00 with police report, K350.00 with no police	K20.00	K30.00 standard	N/A	N/A	N/A	K60 Current Acc, K30 Savings Acc, K10 Kids savings Acc
2	Access Bank Zambia Limited	K250.00	K80.00	K80.00	NIL	NIL	K50.00	2% OF AMOUNT DRAWN AMOUNT	35%	NIL	NIL
3	Atlas Mara Zambia	K200.00	N/A	K80 for customers, K100 for Non customers	K200.00	K60.00	K45.00	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	K20.00 per page	NIL	NIL	NIL	K40.00
6	Citibank Zambia Limited	NIL	N/A	Electronic-K75.00, Manual- K100.00	NIL	K20.00 Outside Zambia - \$15	More than 3 months - K40.00	N/A	Min BPR, Max BPR plus Margin of 14.75% (unapproved facilities)	NIL	NIL
7	Ecobank Zambia Limited	K175.00	K70.00	K100.00	K120.00	FREE	K35.00	K650.00	Policy Rate + margin	NIL	(within six months of
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	K250.00	NIL	K100.00	K200.00 and 350.00 FNB Branch	K150.00	K150.00	N/A	K1,000.00	N/A	N/A
10	First National Bank Zambia Limited	K150.00	K80.00	K250.00	K250.00	Free Online and 38 FNB Branch	FREE	K405.00	35.25%	N/A	N/A
11	Indo-Zambia Bank Limited	K50/- Individual and K150/- Corporate	K100.00	K100.00	K250.00	K50.00	(monthly statement is free)	1.50% (min ZMW 200/-)	36.00%	FREE	FREE
12	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
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	1% MIN K 160.00, MAX K 500.00	MPR	NIL	NIL
15	United Bank for Africa (Z) Limited	K150.00	K70.00	K90.00	K350.00	FREE	K30.00	K1,000.00	35.00%	FREE	FREE
16	Zambia Industrial Commercial Bank	K150.00	K75.00	K100.00 - ZICB Customer, K150.00 Non ZICB Customer K200.00 plus VAT	Cheque Stop Payment Instruction - K350.00 without VAT for Preferred and Private Priority K100.00 plus VAT for both MSME Digital Banking & SME Business Advantage	NIL	K 10.00 per page, Min K20.00 K250 plus VAT (manual) for Preferred K60 plus VAT (Electronic via Portal) for Preferred Free for Private Priority, Free for both	Deal Driven	40% p.a + MPR 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	NIL	NIL
17	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,	K100.00 plus VAT for 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	Free for both	N/A	N/A	FREE	FREE