

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 MARCH 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%	9.50%	10.00%	12.5% - 14%	15% - 16%	18% - 21%
2	ABSA Bank Zambia	1.00%	various	4.50%	NIL	6.50%	8.50%	10.50%
3	Access Bank Zambia Limited	2.50%	2.50%	9.00%	9.25%	9.50%	10.50%	13.50%
4	Atlas Mara Zambia	2.50%	3.00%	8.50%	9.25%	9.50%	11.50%	13.00%
5	Bank of China Zambia Limited	Max 1%	Max 1%	N/A	N/A	1.50%	2.50%	3.50%
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. 11.86%	Max. 12.22%	Max. 16.50%	Max. 21.25%	Max. 29.25%
8	Ecobank Zambia Limited	5.50%	5.50%	13.50%	14.00%	14.50%	15.50%	18.50%
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%	9.00%	9.50%	10.50%	11.00%	14.00%
11	First National Bank Zambia Limited	3.71%	5.52%	5.18%	8.66%	8.03%	12.32%	20.86%
12	Indo-Zambia Bank Limited	2.00%	6.00%	5.00%	5.00%	6.00%	7.00%	8.00%
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%	10.00%	11.00%	12.00%	13.00%	15.00%
15	Standard Chartered Bank Zambia Plc	1.00%	2.00%	7.00%	8.50%	9.50%	13.50%	21.00%
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%	7.00%	9.00%	10.00%	11.25%	15.00%
18	Zambia National Commercial Bank Plc	2.00%	2.00%	8.00%	9.00%	10.00%	13.00%	16.00%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 MARCH 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	18.50%	30.00%	N/A	N/A	N/A	N/A	65.83%	77.33%
2	ABSA Bank Zambia	16.00%	26.00%	N/A	N/A	10.75%	21.00%	N/A	N/A
3	Access Bank Zambia Limited	19.88%	30.27%	17.00%	28.50%	N/A	N/A	18.50%	30.00%
4	Atlas Mara Zambia	16.33%	26.08%	16.33%	26.08%	N/A	N/A	16.36%	26.11%
5	Bank of China Zambia Limited	NIL	11.50%	N/A	N/A	N/A	N/A	N/A	N/A
6	Cavmont Bank Limited	19.50%	31.00%	19.50%	31.00%	14.00%	25.50%	19.50%	31.00%
7	CRibank Zambia Limited	N/A							
8	Ecobank Zambia Limited	19.00%	30.50%	19.00%	30.50%	19.00%	30.50%	19.00%	30.50%
9	First Alliance Bank Zambia Limited	20.25%	31.75%	20.25%	31.75%	19.25%	30.75%	19.25%	30.75%
10	First Capital Bank Zambia Limited	22.00%	33.50%	22.00%	33.50%	NIL	NIL	22.00%	33.50%
11	First National Bank Zambia Limited	18.04%	27.79%	21.33%	31.08%	15.25%	25.00%	14.67%	24.42%
12	Indo-Zambia Bank Limited	20.50%	32.00%	20.50%	32.00%	20.50%	32.00%	19.50%	31.00%
13	Investrust Bank Plc	24.50%	31.50%	24.50%	31.50%	N/A	N/A	24.50%	31.50%
14	Stanbic Bank Zambia Limited	19.25%	30.75%	19.25%	30.75%	15.25%	26.75%	24.25%	35.75%
15	Standard Chartered Bank Zambia Plc	23.50%	35.00%	23.50%	35.00%	13.50%	25.00%	16.00%	27.50%
16	United Bank for Africa (Z) Limited	23.50%	35.00%	23.50%	35.00%	3.75%	15.25%	23.50%	35.00%
17	Zambia Industrial Commercial Bank	17.82%	26.42%	17.82%	26.42%	N/A	N/A	16.83%	28.21%
18	Zambia National Commercial Bank Plc	15.64%	27.14%	17.50%	29.00%	12.81%	24.31%	15.98%	27.48%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 MARCH 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 (ZMW)		Savings Account ZMW (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	K30.00	FREE	FREE	K30-Savings Acc; K10-Kids Savings Acc	N/A	K30-Savings Acc; K10-Kids Savings Acc	N/A
2	ABSA	K30.00	K250.00	NIL	NIL	K500.00	K100,000.00	NIL	NIL
3	Access Bank Zambia Limited	NIL	NIL	NIL	NIL	K50.00	K1,000.00	NIL	NIL
4	Atlas Mara Zambia	K50.00	K300.00	N/A	N/A	N/A	N/A	N/A	N/A
5	Bank of China Zambia Limited	K25.00	K25.00	FREE	FREE	K500.00	K500.00	K75.00	K75.00
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 USD 1,000 IS NOT MAINTAINED.	K25.00	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	K27.00	K140.00	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	K30.00	K300.00	NIL	NIL	K100.00	K100.00	NIL	NIL
15	Standard Chartered Bank Zambia Plc	K50.00	K70.00	N/A	N/A	K500.00	Savings 1,500.00 Current K 500.00	K50.00	K50.00
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	0 - Current Account, K100.00 - Savings Account	0 - Current Account, K500.00 - Savings Account	NIL	NIL
18	Zambia National Commercial Bank Plc	K60.00 for Preferred K110.00 for SME - Business Advantage	K300.00 club fee: Free for balances of K150,000 and above for Private, K250.00 for SME - Ultra Business	Free for Preferred, N/A for both Business Advantage and Ultra Business	Free for Private, N/A for both Business Advantage and Ultra Business	K350.00 for Preferred, N/A for Business Advantage and Ultra Business	K500.00 for Private, N/A for Business Advantage and Ultra Business	N/A	N/A

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 MARCH 2020
WITHDRAWAL, ATM, FUNDS TRANSFERS, INTERNET AND MOBILE BANKING

SNo.	BANK	WITHDRAWAL (ZMW)		FUNDS TRANSFERS (ZMW)		INTERNET AND MOBILE BANKING (ZMW)				
		ATM Per Transaction		Outwards Clearance		INTERNET		MOBILE BANKING		
		Over the counter (where the amount or denominations can be dispensed at the ATM)	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	0.2% min K12; max K4	0.60% Min. 50 USD, Max. 200 USD (our), +70 USD correspondent bank fee (our)	N/A	N/A	N/A	N/A
2	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
3	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
4	Atlas Mara Zambia	Min K50 Max K150	K7.00	N/A	1% Min USD 35 Max 150	1% Min USD 35 Max 150	N/A	K15 DDACC K35 RTGS	K7.00	K10.00
5	Bank of China Zambia Limited	FREE	N/A	N/A	K70.00	0.8% MIN USD30.00, MAX USD250.00	0.8% USD30-USD250 (TT) /ZMW70 (RTGS)	0.8% USD30-USD250 (TT) /ZMW70 (RTGS)	N/A	N/A
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	K50.00	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	K8.00	K35.00	FREE for Retail products, otherwise 6.00	1.0% of value, Min 35 max \$150	FREE for Retail products, otherwise ZMW6.00	FREE for Retail products, otherwise ZMW6.00	Free for Retail products, otherwise ZMW6.00	N/A
12	Indo-Zambia Bank Limited	FREE	K6.00	K25.00	DDACC K25 and RTGS K40	0.6% of amount, min \$20 max \$250 plus swift charge \$30	FREE	DDACC K25 and RTGS K40	FREE	FREE
13	Investrust Bank Plc	K50.00	K8.00	K25.00	K60.00	\$30, 1% min \$40 - max \$150	FREE	K60.00	FREE	K60.00
14	Stanbic Bank Zambia Limited	0.0 (120.0 - within ATM limit)	K8.00	K20.00	30.0 (for electronic instruction)	K110.00	K19.00	N/A	N/A	NIL
15	Standard Chartered Bank Zambia Plc	K100.00	K8.00	K25.00	1% MIN K 10.00, MAX K100.00	1% MIN USD 50.00, MAX USD250	NIL	1% MIN K 30.00, MAX K250.00	N/A	N/A
16	United Bank for Africa (Z) Limited	FREE	K4.00	2.8% of transaction amount	50.00	0.5% (min USD50 max USD130)	FREE	N/A	N/A	N/A
17	Zambia Industrial Commercial Bank	K7.00	K9.00	K19.00	DDACC K10.00, RTGS K40.00	1% of amount, Min \$20.00 Max \$250 + \$30.00 Swift charge + \$30.00 correspondence charges	Internal funds transfer charge for Retail Customers paid to 3rd party accounts - K0.00	DDACC K10.00, RTGS K40.00	NIL	DDACC K10.00, RTGS K40.00
18	Zambia National Commercial Bank Plc	K100.00 (OTC cash withdrawal where the amount and or denominations being withdrawn can be dispensed by the ATM) for Preferred, Free for Private, Free for Business Advantage and Ultra Business	K9.00 Preferred (Zanaco ATMs), Free for Private (Zanaco ATMs), K10.00 for Business Advantage and Ultra Business (Zanaco ATMs), K15.00 for Preferred & Private (Other Banks' ATMs - Local), K20.00 for Business Advantage and Ultra Business (Other Banks' ATMs - Local)	K20.00 + 1.5%, max K50.00 for both Preferred & Private, K15.00 + 1.5%, max K50.00 for Business Advantage K20.00 + 1.5%, max K50.00 for Ultra Business	DDACC DDACC K50.00 for Preferred & Private DDACC K50.00 for Business Advantage & Ultra Business RTGS RTGS K60.00 for Preferred & Private RTGS K50.00 for Business Advantage RTGS K80.00 for Ultra Business	1% of amount, min \$15, max \$60 or Kwacha equivalent for Preferred and Private, 0.75% of amount, min \$45, max \$150 for Business Advantage 1% of amount, min \$45, max \$100 for Ultra Business	Free for Preferred, Free for Private K5.00 for Business Advantage and Ultra Business	DDACC K20 for Preferred, Free for Private, K20 for Business Advantage and Ultra Business, RTGS K30.00 for Preferred, Free for Private, K50 for Business Advantage, K80 for Ultra Advantage	Free for Preferred & Private K2,000 and below = K7.00 for Business Advantage and Ultra Business, Above K2,000.00 = K10.00 for Business Advantage and Ultra Business	DDACC Transfers to other banks DDACC = K20.00 for Preferred & Private, Transfers to other banks DDACC = K20.00 for Business Advantage and Ultra Business. RTGS Transfers to other banks RTGS = K50.00 for preferred & Private, Transfers to other banks RTGS = K50.00 Business Advantage. Transfers to other banks RTGS = K80.00 Ultra Business,

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 MARCH 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 page	Drawing against uncleared 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 Clients	K200.00	K20.00	K30 standard	N/A	N/A	K30.00	K60 Current Acc, K30 Savings Acc, K10 Kids savings Acc other free (account<= 6 months)
2	ABSA	K250.00	K85.00	K150.00	K350.00 80 with police report, 350 with no police report	NIL	50 per page	350 per item	34.00%	K40.00	NIL
3	Access Bank Zambia Limited	K250.00	K80.00	K80.00		NIL	K50.00	2% of amount drawn amount	44.50%	NIL	NIL
4	Atlas Mara Zambia	K200.00	N/A	K80 for customers, K100 for Non customers	K200.00	K60.00	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
5	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
6	Cavmont Bank Limited	K300.00	K80.00	K104.00	K200.00	K20.00	K50.00	5.00%	BPR+Margin	NIL	NIL
7	CRibank Zambia Limited	NIL	N/A	Electronic-K75.00, Manual- K100.00	NIL	Within Zambia - K20.00 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	K750.00	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	K110.00	K70.00	K200.00	100.00 online and 300.00 FNB Branch	Free Online and 33.50 FNB Branch	FREE	K405.00	32.25%	N/A	N/A
12	Indo-Zambia Bank Limited	K50/- Individual and K150/- Corporate	K100.00	K100.00	K250.00	K50.00	PGF page K25 (monthly statement is free)	1.50% (min ZMW 200/-)	39.00%	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	K462.00	K105.00	K218.00	K605.00	K31.00	K66.00	NIL	BPR+17%	NIL	NIL
15	Standard Chartered Bank Zambia Plc	K100.00	K100.00	K100.00	K300.00	K20.00	K100.00	1% MIN K 160.00, MAX K 500.00	30% FOR INDIVIDUAL & 30.00% FOR NON INDIVIDUAL	K50.00	K150.00
16	United Bank for Africa (Z) Limited	K150.00	K70.00	K90.00	K350.00 Cheque Stop payment Instruction - K350.00 without police report, K80.00 With Police Report	FREE	K30.00	K1,000.00	35.00%	FREE	FREE
17	Zambia Industrial Commercial Bank	K150.00	N/A	K100.00 - ZICB Customer, K150.00 Non ZICB Customer	K150.00 plus VAT per cheque for Preferred Customer, K150.00 plus VAT per cheque for Private, K100.00 plus VAT for Business Advantage and Ultra Business	Manual - K30.00, Electronic Free	K 10.00 per page, Min K20.00	Deal Driven	20% p.a	NIL	NIL
18	Zambia National Commercial Bank Plc	Free for Preferred Free for Private Free for Business Advantage and Ultra Business	K60.00 plus VAT for Preferred, K100.00 plus VAT for Private, K100.00 plus VAT for Business Advantage and Ultra Business	K100.00 plus VAT per cheque for Preferred Customer, K150.00 plus VAT per cheque for Private, K100.00 plus VAT for Business Advantage and Ultra Business	K250.00 plus VAT for Preferred and Private, K300.00 plus VAT for Business Advantage and Ultra Business	Free for Preferred, Private, Business Advantage and Ultra Business	K60 plus VAT for Preferred, Free for Private, Free for Business Advantage and Ultra Business	N/A	Unauthorised Overdrawn Accounts BOZ Policy rate + 21.5% for ZMW - Preferred, Private, Business Advantage and Ultra Business USD Base rate + 6% for USD - Preferred, Private, Business Advantage and Ultra Business	FREE	FREE