

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 DECEMBER 2019
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	Access Bank Zambia Limited	2.50	2.50	9.00	9.25	9.50	10.50	13.50
3	Atlas Mara Zambia	2.50	3.00	8.50	9.25	9.50	11.50	13.00
4	Bank of China Zambia Limited	Max 1%	Max 1%	NA	NA	1.50	2.50	3.50
5	Barclays Bank Zambia Plc	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	NA	NA	Max. 13.47%	Max. 13.70%	Max. 16.50%	Max. 19.25%	Max. 27.50%
8	Ecobank Zambia Limited	5.50	5.50	11.50	12.00	12.50	13.50	16.50
9	First Alliance Bank Zambia Limited	6.00	6.00	6.00	8.00	8.00	9.00	14.00
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	3.44	5.30	6.11	10.15	7.15	11.66	20.40
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	1.50	10.00	11.00	12.00	13.00	15.00
15	Standard Chartered Bank Zambia Plc	1.00	2.00	8.50	8.50	11.00	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 DECEMBER 2019
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	20.25	30.00	NA	NA	NA	NA	67.60	77.35
2	Access Bank Zambia Limited	19.73	29.99	19.44	27.29	NA	NA	17.63	28.06
3	Atlas Mara Zambia	16.33	26.08	16.33	26.08	NA	NA	16.36	26.11
4	Bank of China Zambia Limited	NIL	10.25	NA	NA	NA	NA	NA	NA
5	Barclays Bank Zambia Plc	16.00	26.00	NA	NA	10.75	21.00	NA	NA
6	Cavmont Bank Limited	19.50	31.00	19.50	31.00	14.00	25.50	19.50	31.00
7	Citibank Zambia Limited	NA	NA	NA	NA	NA	NA	NA	NA
8	Ecobank Zambia Limited	19.50	29.42	19.50	29.42	NIL	NIL	18.60	29.50
9	First Alliance Bank Zambia Limited	20.25	30.00	12.25	28.00	19.25	28.00	19.25	28.00
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	17.17	26.92	19.57	29.32	13.97	23.72	14.25	24.00
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	NA	NA	24.50	31.50
14	Stanbic Bank Zambia Limited	18.25	29.75	19.25	30.75	16.50	28.00	16.50	28.00
15	Standard Chartered Bank Zambia Plc	19.00	30.50	19.00	30.50	10.50	22.00	16.00	27.50
16	United Bank for Africa (Z) Limited	19.75	30.00	19.75	30.00	5.00	15.25	19.25	30.00
17	Zambia Industrial Commercial Bank	17.82	26.42	17.82	26.42	NA	NA	16.83	28.21
18	Zambia National Commercial Bank Plc	15.94	26.60	17.52	28.18	14.06	24.72	11.12	21.37

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 DECEMBER 2019
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	50.00	1000.00	NIL	NIL
3	Atlas Mara Zambia	50.00	300.00	NA	NA	NA	NA	NA	NA
4	Bank of China Zambia Limited	25.00	25.00	FREE	FREE	500.00	500.00	75.00	75.00
5	Barclays Bank Zambia Plc	30.00	250.00	NIL	NIL	500.00	100000.00	NIL	NIL
6	Cavmont Bank Limited	70.00	100.00	NA	70.00	30.00	1000.00	50.00	50.00
7	Citibank Zambia Limited	K150 on ZMW Accounts \$15 on Foreign Currency Accounts	K150 on ZMW Accounts \$15 on Foreign Currency Accounts	NA	NA	NA	NA	NA	NA
8	Ecobank Zambia Limited	50.00	200.00	NIL	NIL	50.00	1000.00	NIL	NIL
9	First Alliance Bank Zambia Limited	25 ZMW PER MONTH WHERE MIN BAL OF USD 1,000 IS NOT MAINTAINED.	25.00	NIL	NIL	250.00	1000.00	25.00	25.00
10	First Capital Bank Zambia Limited	125.00	150.00	NA	75.00	1000.00	5000.00	150.00	200.00
11	First National Bank Zambia Limited	27.00	140.00	FREE	NA	50.00	NA	NA	NA
12	Indo-Zambia Bank Limited	K100 p.m	FREE	FREE	K30 p.m	40.00	500.00	25.00	25.00
13	Investrust Bank Plc	30.00	150.00	FREE	NA	15.00	7500.00	10.00	10.00
14	Stanbic Bank Zambia Limited	49.00	300.00	NIL	NIL	NIL	NIL	NIL	NIL
15	Standard Chartered Bank Zambia Plc	50.00	70.00	NA	NA	500.00	Savings 1,500.00 Current K 500.00	50.00	50.00
16	United Bank for Africa (Z) Limited	35.00	200.00	NIL	NIL	40.00	7500.00	No interest paid	No interest paid
17	Zambia Industrial Commercial Bank	25.00	65.00	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	NA	NA

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 DECEMBER 2019
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 Withdraws on Saving Acc free, 0.65% on bulk cash withdrawals on Savings Acc max K1800	NA	NA	0.2% min K12; max.K120	0.60% Min. 50 USD, Max.200 USD (our), +70 USD correspondent bank fee (our)	NA	NA	NA	NA
2	Access Bank Zambia Limited	15.00	5.00	10.00	1% min USD50 max USD150 plus Swift charge USD30	USD30	10.00	10.00	3.50	18.00
3	Atlas Mara Zambia	Min K50 Max K150	7.00	NA	1% Min USD 35 Max 150	1% Min USD 35 Max 150	NA	K15 DDACC K35 RTGS	7.00	10.00
4	Bank of China Zambia Limited	FREE	NA	NA	70.00	0.8%, MIN USD30.00, MAX 250.00	0.8% USD30-USD250 (TT) /ZMW70 (RTGS)	0.8% USD30-USD250 (TT) /ZMW70 (RTGS)	NA	NA
5	Barclays Bank Zambia Plc	NIL	8.00	20.00	1% min zmk 151.5 (includes USD 15 swift charge)	1% min zmk 151.5 (includes USD 15 swift charge)	FREE	10	FREE	10.00
6	Cavmont Bank Limited	35.00	7.00	NA	50.00	USD30	NA	50.00	NA	NA
7	Citibank Zambia Limited	NIL	NA	NA	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	5.00	13.00	1% min USD30.00 Max USD100.00	1%min. USD50-max USD150	FREE	NIL	NIL	NIL
9	First Alliance Bank Zambia Limited	NIL	5.00	25.00	50.00	0.5 OF T.T AMT MIN USD 60 MAX USD 250	NIL	35.00	NA	NA
10	First Capital Bank Zambia Limited	NA	7.00	NA	60.00	90.00	40.00	NA	NA	NA
11	First National Bank Zambia Limited	140.00 If amount can otherwise be drawn at ATM	8.00	35.00	Free on 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	NA
12	Indo-Zambia Bank Limited	FREE	6.00	25.00	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	50.00	8.00	25.00	60.00	\$30, 1% min \$40 - max\$150	FREE	60.00	FREE	60.00
14	Stanbic Bank Zambia Limited	0.0 (120.0 - within ATM limit)	8.00	20.00	30.00	1% min USD35, max USD70 plus VAT	5.00	19.00	NA	NA
15	Standard Chartered Bank Zambia Plc	100.00	8.00	25.00	1% MIN USD 50.00, MAX USD250	1% MIN USD 50.00, MAX USD250	NIL	1% MIN K 30.00, MAX K250.00	NA	NA
16	United Bank for Africa (Z) Limited	FREE	4.00	2.8% of transaction	50.00	0.5% (min50 max 130)	FREE	N/A	N/A	N/A
17	Zambia Industrial Commercial Bank	7.00	9.00	19.00	DDACC K15.00 , RTGS K40.00	\$20.00 Max \$250 + \$30.00 Swift charge +	transfer charge for Retail Customers	DDACC K15.00 , RTGS K40.00	NIL	DDACC K15.00 , 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	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 K 50.00 for both Preferred & Private, K15.00 + 1.5% max K50.00 for Business Advantage and Ultra Business (Other Banks' ATMs - Local)	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 \$50 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 = K80.00 Ultra Business, Transfers to other banks RTGS = K50.00 Business Advantage.

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 DECEMBER 2019
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 uncleared effects	Interest charge on overdrawn account	Dormant account charge per month	Account Closure (within 6
1	AB Bank Zambia Limited	60.00	NA	K100; K200-Non Clients	200.00	20.00	K30 standard	NA	NA	30.00	K30 Savings Acc, K10 Kids savings
2	Access Bank Zambia Limited	250.00	80.00	80.00	80 with police report, 350 with no police report	NIL	50.00	2% of amount drawn ammount	44.50	NIL	NIL
3	Atlas Mara Zambia	200.00	NA	K80 for customers, K100 for Non customers	200.00	60.00	45.00	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	200.00	NA	Customer ZMW 70.00, Non-customer ZMW 200.00	FREE	FREE	FREE	NA	NA	FREE	FREE
5	Barclays Bank Zambia Plc	250.00	85.00	150.00	350.00	NIL	50 per page	350 per item	34.00	40.00	NIL
6	Cavmont Bank Limited	300.00	80.00	104.00	200.00	20.00	50.00	0.05	BPR+Margin	NIL	NIL
7	Citibank Zambia Limited	NIL	NA	Electronic-K75.00, Manual- K100.00	NIL	Within Zambia - K20.00 Outside Zambia - \$13	Within 3 months - K30.00 More than 3 months - K40.00	NA	Min BPR, Max BPR plus Margin of 12.5% (unapproved facilities)	NIL	NIL
8	Ecobank Zambia Limited	175.00	70.00	100.00	120.00	FREE	35.00	750.00	Policy Rate + margin	NIL	200.00
9	First Alliance Bank Zambia Limited	50 ZMW	50 ZMW	50 ZMW	50 ZMW	50 ZMW	10 ZMW	NA	NIL	NIL	NIL
10	First Capital Bank Zambia Limited	250.00	NIL	100.00	200.00	150.00	150.00	N/A	1000.00	NA	NA
11	First National Bank Zambia Limited	110.00	70.00	200.00	100.00 online and 300.00 FNB Branch	Free Online and 33.50 FNB Branch	FREE	405.00	35.25	NA	NA
12	Indo-Zambia Bank Limited	K50/- Individual and K150/- Corporate	100.00	100.00	250.00	50.00	Per page K25 (monthly statetement is free)	1.50% (min ZMW 200/-)	39.00	FREE	FREE
13	Investrust Bank Plc	300.00	100.00	K100 + VAT K16	350.00	100.00	50.00	1000.00	0.30	NA	NA
14	Stanbic Bank Zambia Limited	462.00	105.00	218.00	605.00	31.00	66.00	NIL	BPR+15.5%	NIL	NIL
15	Standard Chartered Bank Zambia Plc	100.00	100.00	100.00	300.00	20.00	100.00	1% MIN K 160.00, MAX K 500.00	30% FOR INDIVIDUAL & 30.00% FOR NON INDIVIDUAL	50.00	150.00
16	United Bank for Africa (Z) Limited	150.00	70.00	90.00	350.00 CHEQUE stop payment Instruction - K350.00 without police report, K80.00 With Police Report	FREE	30.00	1000.00	0.18	FREE	Free
17	Zambia Industrial Commercial Bank	150.00	NA	K100.00 - ZICB Customer, K150.00 Non ZICB Customer	K100.00 plus VAT per cheque for Preferred K150.00 plus VAT per cheque for Private K100.00 plus VAT for	Manual - K30.00. Electronic Free	K 10.00 per page, Min K20.00	Deal Driven	20% p.a	ZMW35.00 (Monthly fees are suspended)	NIL
18	Zambia National Commercial Bank Plc	Free for Preferred Free for Private Free for Business Advantage and Ultra Business	K80.00 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 K150.00 plus VAT per cheque for Private K100.00 plus VAT for	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	NA	Overdrawn Accounts BOZ Policy rate + 21.5% for ZMW - Preferred, Private, Business Advantage and Ultra Business	FREE	FREE