

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2024								
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	Bank of China Zambia Limited	Max 1.00%	Max 1.00%	3.50%	N/A	2.50%	3.50%	N/A
4	ABSA Bank Zambia	1.00%	various	3.20%	NIL	4.40%	4.70%	7.40%
5	Citibank Zambia Limited	N/A	N/A	Max. 15.00%	Max. 15.00%	Max. 15.00%	Max. 15.00%	Max. 15.50%
6	Ecobank Zambia Limited	5.50%	5.50%	4.50%	5.00%	7.00%	7.50%	9.00%
7	First Alliance Bank Zambia Limited	6.00%	6.00%	4.00%	5.00%	6.00%	7.00%	10.00%
8	First Capital Bank Zambia Limited	3.00%	3.00%	5.00%	6.00%	7.00%	8.00%	10.00%
9	First National Bank Zambia Limited	5.83%	6.18%	4.23%	6.84%	5.84%	7.60%	11.11%
10	Indo-Zambia Bank Limited	2.00%	6.00%	3.00%	3.00%	4.00%	5.00% to 6.00%	6.00% to 8.00%
11	Stanbic Bank Zambia Limited	NIL	2.00%	6.00%	7.00%	8.00%	9.00%	11.00%
12	Standard Chartered Bank Zambia Plc	0.25%	0.25%	0.20%	0.43%	0.50%	1.00%	4.50%
13	United Bank for Africa (Z) Limited	3.00%	3.00%	2.00%	2.25%	2.50%	2.75%	3.25%
14	Zambia Industrial Commercial Bank	2.75%	5.25%	9.75%	8.00%	9.99%	9.00%	14.67%
15	Zambia National Commercial Bank Plc	1.50%	1.50%	3.00%	6.00%	7.00%	8.00%	10.00%

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 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	9.50%	22.00%	23.50%	36.00%	N/A	N/A	62.47%	74.97%	
2	Access Bank Zambia Limited	19.50%	32.00%	19.50%	32.00%	N/A	N/A	19.50%	32.00%	
3	Bank of China Zambia Limited	NH	11.00%	N/A	N/A	N/A	N/A	NA	NA	
4	ABSA Bank Zambia	19.00%	30.80%	N/A	N/A	16.00%	28.00%	N/A	N/A	
5	Citibank Zambia Limited	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
6	Ecobank Zambia Limited	13.15%	25.65%	13.15%	25.65%	13.15%	25.65%	12.63%	25.13%	
7	First Alliance Bank Zambia Limited	22.50%	34.50%	22.50%	34.50%	22.50%	34.50%	22.50%	34.50%	
8	First Capital Bank Zambia Limited	22.00%	34.50%	22.00%	34.50%	22.00%	34.50%	22.00%	34.50%	
9	First National Bank Zambia Limited	15.50%	25.60%	15.04%	25.04%	6.61%	16.61%	9.49%	19.49%	
10	Indo-Zambia Bank Limited	20.50%	33.00%	20.50%	33.00%	14.00%	26.50%	19.50%	32.00%	
11	Stanbic Bank Zambia Limited	19.25%	31.75%	19.25%	31.75%	15.25%	27.75%	24.25%	36.75%	
12	Standard Chartered Bank Zambia Plc	14.00%	26.50%	14.00%	26.50%	6.00%	18.50%	20.00%	32.50%	
13	United Bank for Africa (Z) Limited	15.00%	26.50%	15.00%	26.50%	N/A	N/A	15.00%	26.50%	
14	Zambia Industrial Commercial Bank	18.50%	31.00%	12.50%	25.00%	8.00%	8.00%	17.50%	30.00%	
15	Zambia National Commercial Bank Plc	17.38%	28.38%	19.06%	30.06%	14.00%	25.00%	15.30%	26.30%	

INTEREST RATES AND BANK CHARGES FOR PERSONAL ACCOUNTS AND OTHER RETAIL ACCOUNTS AS AT 31 March 2024									
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	NIL	K30.00 - Savings Acc; K10.00 - Kids Savings Acc	NIL
2	Access Bank Zambia Limited	K70.00	K300.00	N/A	N/A	K50.00	K1,000.00	K50.00	K50.00
4	Bank of China Zambia Limited	FREE for Personal K50.00 for SME's	FREE for Personal K50.00 for SME's	NIL	NIL	K500.00 for Personal K1,000.00 for SME's	K500.00 for Personal K1,000.00 for SME's	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	K500.00	K5,000.00	N/A	N/A
10	First National Bank Zambia Limited	K30.00	K340.00	NIL	N/A	K100.00	N/A	N/A	N/A
11	Indo-Zambia Bank Limited	K100.00	NIL	NIL	K50.00	K40.00	K500.00	K25.00	K25.00
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	K40.00	K120.00	NIL	NIL	Nil - Current Account, K200.00 - Savings Account	Nil - Current Account, K200.00 - Savings Account	NIL	NIL
17	Zambia National Commercial Bank Plc	K300.00 club fee (Discount offered for Customers that maintain balances of K400,000 and above )for Private Priority, 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	K20.00 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 31 March 2024										
WITHDRAWAL, ATM, FUNDS TRANSFERS, INTERNET AND MOBILE BANKING										
SNo.	BANK	Over the counter (where the amount or denomination can be dispensed at the ATM)	WITHDRAWAL (ZMW)		FUNDS TRANSFERS		INTERNET AND MOBILE BANKING			
			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. 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	K150.00	K13.00	K50.00	1% min USD50.00 max USD90.00 plus Swift charge USD30.00	USD30.00	K5.00	K15.00	K5.00	K25.00
4	Bank of China Zambia Limited	NIL	N/A	N/A	Retail and SME Preferential: K20 for Tax payment, K70 for electronic (per transfer)	0.8%, MIN USD30.00, MAX 250.00	0.8% USD30- USD250 (TT) /ZMW 40.00 (RTGS) (FOREIGN EXCHANGE & INTERBANK TRANSFER IS FREE)	0.8% USD30- USD250 (TT) /ZMW 40.00 (RTGS) (FOREIGN EXCHANGE & INTERBANK TRANSFER IS FREE)	N/A	N/A
5	ABSA	NIL	K15.00	K20.00	1% min K151.50 (includes USD15.00 swift charge)	1% min K151.50 (includes USD15.00 swift charge)	NIL	K10.00	NIL	K10.00
6	Citibank Zambia Limited	NIL	N/A	N/A	K30.00 DDACC, K75.00 RTGS	Electronic - 1.15%, Min \$60, Max \$170 Manual - 1.5%, Min \$80, Max \$300	NIL	NIL	NIL	NIL
7	Ecobank Zambia Limited	K58.00	K8.00	K15.00	1% min USD30.00 Max USD100.00	1%min, USD50.00 - max USD150.00	NIL	N/A	N/A	N/A
8	First Alliance Bank Zambia Limited	NIL	K5.00	K25.00	K40.00	0.5 OF T T AMT MIN USD 60.00 MAX USD 250.00	NIL	K35.00	N/A	N/A
9	First Capital Bank Zambia Limited	N/A	K10.00	K30.00	K20.00	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	1.0% 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	0.6% of amount, min \$50 max \$90 (Retail) 0.6% of amount, min \$50 max \$150 (Corporate)	NIL	DDACC K10.00 & RTGS K40.00	NIL	DDACC K10.00 & RTGS K40.00
13	Stanbic Bank Zambia Limited	NIL (K120.0 - within ATM limit)	K11.00	K23.00	K10.00 (for electronic instruction) K25.00 (for manual instruction)	1% min USD35.00, max USD100.00	K1.00	NIL	N/A	N/A
14	Standard Chartered Bank Zambia Plc	K200.00	K30.00	K50.00	RTGS Online - 1%, Min K10.00, Max charge K40.00 EFT/DDACC Online ZMW 10.00	1% Min K160.00 and Max K500.00 *or equivalent	NIL	NIL	NIL	(BANK TO WALLET TRANSFERS) K10.00
15	United Bank for Africa (Z) Limited	NIL	K7.00	2.8% of transaction amount	K50.00	0.5% (min) USD50.00 max USD130.00	NIL	N/A	N/A	N/A
16	Zambia Industrial Commercial Bank	NIL	K10.50	K30.00	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 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 (Zamaco ATMs), Free for Private Priority (Zamaco ATMs), K11.00 for MSME Digital Banking (Zamaco ATMs), K10.00 for SME Business Advantage (Zamaco ATMs), K20.00 for Preferred & Private Priority (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, K6.00 for both 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 31 March 2024											
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	K100.00; 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 (accounts 6 months)
2	Access Bank Zambia Limited	K50.00	K150.00	K250.00	K200.00 with police report, K350.00 with no police report	NIL	50.00	2% OF AMOUNT DRAWN AMOUNT	35.00%	NIL	NIL
3	Bank of China Zambia Limited	K200.00	N/A	Customer K70.00; Non-customer K200.00	NIL	NIL	One free statement per month electronic one	N/A	N/A	NIL	NIL
4	ABSA	K250.00	K85.00	K150.00	K350.00	NIL	K50.00 per page	K350.00 per item	34.00%	NIL	NIL
5	Citibank Zambia Limited	NIL	N/A	LCY - Electronic - K75.00, Manual - K100.00 PCY - Electronic - \$10, Manual - \$15	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 24.00%	NIL	NIL
6	EcoBank Zambia Limited	K175.00	K70.00	K100.00	K120.00	NIL	K35.00	K340.00	POLICY RATE + MARGIN	NIL	K200.00
7	First Alliance Bank Zambia Limited	NIL	K50.00	K25.00	K50.00	K50.00	K10.00	NIL	NIL	NIL	NIL
8	First Capital Bank Zambia Limited	K175.00	K160.00	K100.00	K120.00	N/A	K5.00	N/A	38.50%	N/A	N/A
9	First National Bank Zambia Limited	K150.00	K90.00	K300.00	K120.00 online and K350.00 FNB Branch	Free Online and K46.00 FNB Branch	NIL	K405.00	35.25%	N/A	N/A
10	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 ZMW 200.00/-)	40.00%	NIL	NIL
11	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
12	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
13	United Bank for Africa (Z) Limited	K250.00	K80.00	K200.00	K300.00	NIL	K30.00	K1,000.00	35.00%	NIL	NIL
14	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
15	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	NIL	NIL