



Bank Of Zambia

Vision: To be a dynamic and credible central bank that contributes to the economic development of Zambia

BANK OF ZAMBIA NOTICE TO THE PUBLIC ON THE PROHIBITION OF UNWARRANTED CHARGES AND FEES DIRECTIVES OF 2018

The Bank of Zambia wishes to inform members of the general public that it has issued a Directive on the Prohibition of Unwarranted Charges and Fees to all financial service providers. Pursuant to Section 167 of the Banking and Financial Services Act, No.7 of 2017 (BFSA). The said Directives came into effect on September 4, 2018 through Government Gazette Number 6693.

The Bank of Zambia is charged with the responsibility of ensuring sound business practices and providing consumer protection in the financial sector by the provisions of the BFSA.

The Bank of Zambia has determined that the imposition of unwarranted charges and fees on the members of the public is an affront to the rights of the consumers of financial services and that this undermines progress towards financial inclusion in the country.

The following are the bank charges and fees deemed to be unwarranted and hereby prohibited :

1. Charge for account opening for both local and foreign currency.
2. Charge for over-the-counter cash deposits and charge for over-the-counter withdrawals (where the amount and or denominations being withdrawn cannot be dispensed by the ATMs).
3. Charge for cash deposit made by a third party into a customer's account.
4. Automated Teller Machine (ATM) surcharge.
5. Charge for cash deposit on Automated Teller Machine.
6. Charge for aborted ATM cash withdrawals.
7. Charge for ATM pin reset.
8. Charge on a basic Savings Account (without cheque book) operating within contractual terms.
9. Monthly maintenance fees on basic savings accounts (without cheque book).
10. Charge for transfer of funds between retail accounts domiciled in the same bank.
11. Charge for transfer of an account from one branch to another branch of the same bank.
12. Point of Sale (POS) transaction (own bank customer and other bank customers).
13. Additional charges arising from an initial charge generated by the bank (where a customer's account has been overdrawn by a debit transaction initiated by the bank, the customer will not incur charges for the overdrawn balance).
14. A charge for closure of a customer's account, which has operated for more than six months.
15. Charge for re-activating a bank account.
16. Charge for statement of account upon closing of the

account, provided the customer has not received a free statement for the month.

17. Charge for Monthly Account Statement (customers are entitled to a free statement per month. However, a charge may apply for any additional statement).
18. Charge for balance and other account inquiries by a customer over the counter or any electronic platform.
19. Initial debit card issuance fees.
20. Debit card maintenance and renewal fees (annual, quarterly or monthly).
21. Charge on inward local fund transfers including on RTGS system and Electronic Funds Transfer (EFT).
22. Charge on inward international funds transfer where the remitter bears the full cost.
23. Charges for amendment or cancellation of a standing order.
24. Ledger fees per entry on a current or savings account.
25. Commission on turnover activities on the account.
26. Fees on debit transactions.

Members of the public are therefore, required to familiarise themselves with the list of unwarranted charges and fees and report to the Bank of Zambia, if any such charges are passed to their accounts.

All financial service providers shall display the list of unwarranted charges and fees conspicuously in each branch of their operations.

The list of unwarranted charges and fees can also be obtained by accessing the Directive on the Bank of Zambia website : www.boz.zm/financialstability/regulatoryframework/lawsandregulations or through the address below:

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Issued by

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