

Fees and Charges

Maximum General Fees for Financial Services (Incl. 15% VAT) as from July 2011

SERVICE	MAXIMUM FEE	SERVICE	MAXIMUM FEE	SERVICE	MAXIMUM FEE
1. ORDINARY CHEQUE ACCOUNTS		2. SAVINGS ACCOUNTS (Excluding EasySave)		5. MORTGAGE LENDING	
1.1 Opening of account		1.10.5 Search fee	N\$40.42	4.2 Overdraft notice/reminders	N\$134.72
1.1.1 Client using facility for first time	Free	1.10.6 Photocopies (per page)	N\$6.64	4.3 Annual review of facility	0.45% of facility, with min of N\$69.39
1.2 Closing of account	N\$70.87	1.10.7 Telephone charges	N\$12.62 + actual cost	4.4 Commitment fees for overdrafts	1% of value
1.3 Service fees per cheque	N\$55.71	1.10.8 Fax charges	N\$13.28	5. MORTGAGE LENDING	
1.4 ATM		1.10.9 Auditors' certificates	N\$110.97	5.1 Property guarantees (mortgages bond transfer)	0.175% of amount
1.4.1 ATM transactions		1.10.10 Balance certificate	N\$22.23	5.2 Property valuations	In Windhoek 0,21% of value, with min of N\$700. Outside Windhoek 0,21% of value + AA tariff per KM on full distance travelled.
1.4.1.1 Own ATM		1.10.11 Bank reports to other banks	N\$88.92	5.3 Revaluation of property	0.21% of amount except when revaluation is done within 12 month period of original valuation, then fee will be 0.11% of value, with min of N\$692.25 and max N\$2928.75
Withdrawal (per transaction)	1.27% of amount with min of N\$2.19 and max of N\$20.19	1.10.12 Bank statement delivery	N\$22.23	5.4 Bond cancellation fee	0.12% with a min of N\$630.75
Balance enquiry	Free	2.1 Opening of account		5.5 Progress payments	In Windhoek 0,10% of progress payment amount with min of N\$350. Outside Windhoek 0,10% of progress payment amount + AA tariff per km on full distance travelled.
Mini statement	N\$2.15	2.1 Opening of account	Free	5.6 Re-advance	N\$242.84
Inter-account transfer	N\$3.00	2.2 Minimum balance - Special Savings	N\$1000.00	5.7 Administration fee	0.19% of amount advanced
2.3 Closing of account		- Other Savings	N\$100.00	6. INSTALMENT FINANCE (ARTICLE FINANCE)	
1.4.1.2 Namswitch ATM		2.3 Closing of account	Free	6.1 Opening of account	Free
Withdrawal (per transaction)	N\$21.25	2.4 Deposits		6.2 Handling fees	0.64% of amount advanced with min of N\$734.85 and max of N\$3 674. 25
Balance enquiry	N\$3.76	2.4.1 Cash	1.71% of amount	7. SAFE CUSTODY AND SECURITIES	
Mini statement	N/A	2.4.2 Cheques	Free	7.1 Safe custody	
1.4.1.3 Visa ATM		2.5 Withdrawals		7.1.1 Envelopes and boxes	N\$265.46 p.a.
Withdrawal (per transaction)	N\$21.25	2.5.1 ATM	1.27% of amount with min of N\$2.19 and max of N\$20.19	7.1.2 Safe deposit lockers	N\$265.46 p.a.
Balance enquiry	N\$3.76	2.5.2 At teller with ATM card or withdrawal slip	N\$28.55	8. INTERNATIONAL BANKING	
Mini statement	N/A	2.5.3 At other branches	N\$28.55	8.1 Bank notes and travellers' cheques	1.65% of amount
1.4.1.4 Point of Sale Transactions		2.5.4 At Namswitch ATMs	N\$21.25	8.1.1 Purchases and repurchases of foreign bank notes and travellers cheques	
Visa Electron	N\$ 2.18	2.5.5 At Visa ATMs	N\$21.25	9.1 Applications to Bank of Namibia	N\$485.68
Visa Silver/Classic		2.5.6 Solo at own ATMs	Free	9.2 Follow-up correspondence	N\$202.08
Visa Gold/Premier		2.5.7 SeniorSave at own ATMs	Free	9.3 Urgent application	N\$798.75
1.4.2 First issue of card		2.6 Savings ATM card		9.4 Attestation fees (F178)	N\$ 26.94
Visa Electron	N\$29.71	2.6 Savings ATM card		10. INTERNATIONAL PAYMENTS	
Visa Silver/Classic	N\$68.32	2.6.1 First issue of ATM card	N\$29.71	10.1 Incoming	
Visa Gold/Premier	N\$118.83	Visa Electron		10.1.1 SWIFT transfers	0.53% of value with min of N\$60.34 and max of N\$532.50
Petro Card	N\$68.32	2.6.2 Card Protection		10.2 Outward	
1.4.3 Card Protection		Visa Electron	N\$16.14	10.2.1 SWIFT transfers	0.53% of value with min of N\$60.34 and max of N\$532.50
Visa Electron	N\$16.14	2.6.3 Replacement of damaged and/or lost ATM card	N\$67.60	10.2.2 Bank draft	0.53% of value with min of N\$60.34 and max of N\$532.50
Visa Silver/Classic	N\$16.14	2.6.4 Mini statement	Free	10.2.3 Communication	N\$99.58
Visa Gold/Premier	N\$32.29	2.6.5 Balance enquiry	Free	10.2.4 Mail transfer	N/A
Petro Card	N\$16.14	At own ATMs	N\$3.76	11. GUARANTEES AND LETTERS OF CREDIT	
1.4.4 Replacement of lost and/or damaged card		At Namswitch ATMs	N\$3.76	11.1 Guarantee commission	0.92% of amount + 0.62% every 6 months with min N\$183.71
Visa Electron	N\$67.60	At Visa ATMs	N\$3.76	11.2 Letter of credit	0.64% of the amount with min of N\$319.50
Visa Silver/Classic	N\$70.29	3. TRANSACTION ACCOUNTS		11.3 Advising fee/establishment fee	Min of N\$319.50
Visa Gold/Premier	N\$117.16	3.1 Opening of account	Free	11.4 Confirming commissions	As per confirming bank
Petro Card	N\$70.29	3.2 Minimum balance	N\$50.00	12. COLLECTIONS AND LEGAL	
1.5 Cheques		3.3 Closing of account	Free	12.1 Letters	N\$152.64
1.5.1 Cheque Books (40 page)	N\$28.91	3.4 Deposits		12.2 Reminders	N\$152.64
1.5.2 Returned cheques (for technical reasons)	No Charge	3.4.1 Cash	1.71% of amount	4. ADVANCES AND OVERDRAFT FACILITIES	
1.5.3 Refer to drawer fees	N\$218.50	3.4.2 Cheques	Free	4.1 Penalty interest (on the amount exceeding the arranged overdraft limit)	Maximum charged will be in terms of the Usury Act unless prior arrangements were made.
1.5.4 Excess fees	N\$218.50	3.5 Withdrawals			
1.5.5 Special presentation of cheques	N\$74.10	3.5.1 Own ATM	1.27% of amount with min of N\$2.19 and max of N\$20.19		
1.5.6 Encashment of cheques drawn on other Banks	N\$53.10	3.5.2 Saswitch ATM	N\$21.25		
1.5.7 Stop payment of cheques (per item)	N\$27.48	3.5.3 Visa ATM	N\$21.25		
1.5.8 Mailing of Cheque book	N\$35.30	3.5.4 At teller with ATM card or withdrawal slip	N\$28.55		
1.5.9 Holding post dated cheques	N\$73.27	3.6 Cards			
1.5.10 Bank Cheques		3.6.1 First issue of card			
1.6 Transfer/payments		Visa Electron	N\$29.71		
1.6.1 Stop orders (per transaction)	N\$14.82	3.6.2 Card Protection	N\$16.14		
1.6.2 Magtapes/debit orders	Internal: N\$12.02 External: Min of N\$2.74 with Max of N\$33.05	Visa Electron	N\$16.14		
1.6.3 Swift	0.53% of value with maximum of N\$532.50	3.6.3 Replacement of lost and/or damaged cards	N\$67.60		
1.6.4 Telegraphic transfers (plus service fees) and cash handling fee	N/A	Visa Electron	N\$21.15		
1.6.5 Debit Card Purchase Fee	N\$2.18	3.6.4 Mini statement	Free		
1.7 Electronic Banking (Internet Banking)		3.6.5 Balance enquiry	N\$3.76		
1.7.1 Corporate	N\$180.26 monthly (for first user) + N\$30.05 for each additional user	At Own ATM	N\$3.76		
1.7.2 Individual	N\$30.05 monthly	At Namswitch ATM	N\$3.76		
1.8 Deposits		At Visa ATM			
1.8.1 Cash deposit fees	1.71% of amount	3.7 PAYMENTS			
1.8.2 Post dated cheques (per cheque)	N\$71.14	3.7.1 Debit order to Bank Windhoek account	N\$5.23		
1.8.3 Deposit correction	N\$53.35	3.7.2 Debit order to account at another bank	1.05 % per N\$100 with a min of N\$0.95 and a max of N\$8.64		
1.8.4 Recalled deposit item	N\$53.35	4. ADVANCES AND OVERDRAFT FACILITIES			
1.9 Deposit books	N\$52.54	4.1 Penalty interest (on the amount exceeding the arranged overdraft limit)			
1.10 Various					
1.10.1 Stop payments (per payment)	N\$53.10				
1.10.2 Statements (monthly)	N\$6.74				
1.10.3 Copies of old statements (per statement)	N\$40.42				
1.10.4 Statements (provisional) (snapshots)	N\$8.12				