



Get more value
to help you start,
run and grow
your business.

FNB Business Pricing Guide

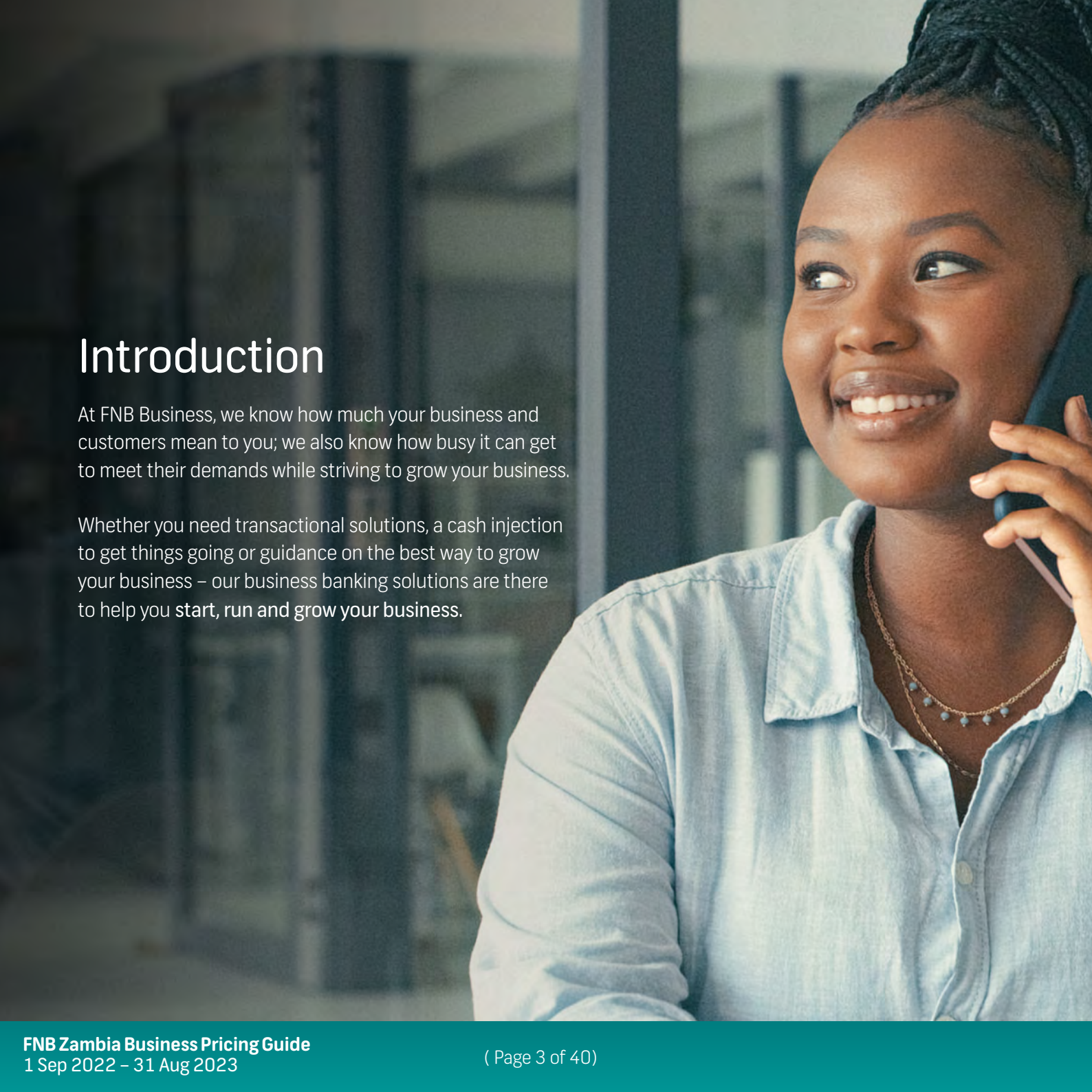
1 September 2022 – 31 August 2023

The fees outlined in this guide are VAT-inclusive. Terms, conditions and rules apply.
First National Bank Zambia Limited is a licensed Commercial Bank.



Main menu



A young woman with dark braided hair is smiling and talking on a dark mobile phone. She is wearing a light blue button-down shirt and a necklace with small blue beads. The background is a blurred office interior with large windows.

Introduction

At FNB Business, we know how much your business and customers mean to you; we also know how busy it can get to meet their demands while striving to grow your business.

Whether you need transactional solutions, a cash injection to get things going or guidance on the best way to grow your business – our business banking solutions are there to help you start, run and grow your business.

A young woman with dark hair in braids, wearing glasses and a light blue sleeveless top, is smiling and looking at a laptop screen. Her hand is resting on her chin. The background is a bright, modern office space with a large window and a green plant.

The benefits of an FNB Business Account

As an FNB Business client, you have access to a range of products and solutions that take the hassle out of banking, while rewarding you for banking better.

Value-adds

Instant Accounting

Complete your business's financial reports for free with our unique accounting solution. It is **fully integrated with your FNB Online Banking for Business profile**, allowing you to generate accurate reports effortlessly.

Business Toolkit

Get **free** access to the Business Toolkit on the FNB App. It aims to help businesses **respond to the current climate** and provides a step-by-step guide through a battle-tested roadmap complete with videos, tools, templates and practical instructions on how to drive business survival and growth.

Servicing you

> Digital platforms

Online Banking for Business™

Online Banking Enterprise™ gives you **complete flexibility** to manage your unique business needs – adding additional users, segregation of duties between users and dual authorisations on transacting including eFiling payments.

FNB App

Manage your banking **on the move** with the FNB App. Smart inContact for Business allows you to safely approve online banking transactions and verify devices that log into your profile on the FNB App. It gives you access to relevant advice and tools that will make a difference to your business and its growth through the Business Toolkit

> Self service

Automated Teller Machine (ATM)

FNB ATMs allow you to withdraw cash, check your balances and statements, make payments and transfers.

Automated Deposit Teller (ADT)

FNB ADTs gives you the ability to withdraw funds as well as make deposits into your FNB Accounts, anytime.

> Channels

FNB Branch and CashPlus services

Our extensive branch and CashPlus network allows you to access expert sales or service assistance from a consultant, teller, or agent.

Dedicated service

Based on your business needs, complexity and turnover - **a business banker may be allocated to assist you** with your strategic banking needs.

FNB Business Accounts

Depending on your business turnover and type, we have designed value propositions to meet your needs.



This account is a perfect start for new businesses, micro enterprises and the sole proprietor with a **turnover of less than ZMW2 million per annum**.



This account is a full of value banking offering, for small-to-medium size businesses with a **turnover of between ZMW2 and ZMW5 million per annum** to help you run and grow your business.



The FNB Business value proposition, which is suitable for incorporated businesses, multinational partnerships and trusts, has been designed to meet the specific needs of a business with a **turnover of between ZMW5 million and ZMW10 million per annum** to help you run and grow your business.



The FNB Commercial value proposition, which is suitable for incorporated businesses, multi-national partnerships and trusts, has been designed to meet the specific needs of a business with a **turnover of between ZMW10 million and ZMW1 billion per annum** to help you run and grow your business.



The FNB Corporate value proposition, which is suitable for suitable for multi-nationals and large corporates, has been designed to meet the specific needs of a business with a **turnover greater than ZMW1 billion per annum** to help you run and grow your business.

We also have a range of business accounts which have been designed for specialised industries.



FNB Business Start Account

This account is a perfect start for new businesses, micro enterprises and the sole proprietor with a turnover of less than ZMW2 million per annum to help you start, run and grow your business.

For all other fees, refer to "General fees".



FNB Business Start Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.

You get the following **FREE**:

- Debit card purchases
- FNB App
- Online Banking
- Cellphone Banking
- Access to Relationship bankers
- Savings Pocket
- Access to Instant Solutions

You pay an account fee of ZMW65.00_{p/m}

Transfers and payments

Linked-account Branch Transfers (at FNB Branch)	ZMW25.00
Third-party Payments (at FNB Branch)	ZMW25.00
Real Time Gross Settlement (RTGS) (Online Banking at the FNB App)	ZMW40.00
Real Time Gross Settlement (RTGS) (FNB Branch or telephone banking)	ZMW55.00

Cash withdrawals

At FNB Branch (Outside ATM daily limit)	Free
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Cash deposits

At FNB Branch	Free
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Other fees

PIN change at FNB Branch (Consultant assisted)	Free
Manual salary processing (FNB Branch, per item)	ZMW25.00



FNB SME Account

The SME Business Account from FNB is a full value banking offering, for small-to-medium size businesses with a **turnover of between ZMW2 and ZMW5 million per annum** to help you run and grow your business.

For all other fees, refer to "General fees".



FNB SME Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.

You get the following **FREE**:

- Debit card purchases
- FNB App
- Online Banking
- Cellphone Banking
- Access to Relationship bankers
- Savings Pocket
- Access to Instant Solutions

You pay an account fee of ZMW110.00_{p/m}

Minimum operation balance: ZMW500.00

Transfers and payments

Linked-account Branch Transfers (at FNB Branch)	ZMW25.00
Third-party Payments (at FNB Branch)	ZMW25.00
Real Time Gross Settlement (RTGS) (Online Banking at the FNB App)	ZMW40.00
Real Time Gross Settlement (RTGS) (FNB Branch or telephone banking)	ZMW55.00

Cash withdrawals

At FNB Branch (Outside ATM daily limit)	Free
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Cash deposits

At FNB Branch	Free
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Other fees

PIN change at FNB Branch (Consultant assisted)	Free
Manual salary processing (FNB Branch, per item)	ZMW25.00



FNB Business Account

The FNB Business value proposition, which is suitable for incorporated businesses, multinational partnerships and trusts, has been designed to meet the specific needs of a business with a turnover of between ZMW5 million and ZMW10 million per annum to help you run and grow your business.

For all other fees, refer to "General fees".



FNB Business Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.



You pay an account fee of ZMW165.00p/m



FNB Commercial Account

The FNB Commercial value proposition, which is suitable for incorporated businesses, multi-national partnerships and trusts, has been designed to meet the specific needs of a business with a **turnover of between ZMW10 million and ZMW1 billion per annum** to help you run and grow your business.

For all other fees, refer to "General fees".



FNB Commercial Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.



You pay an account fee of ZMW185.00p/m



FNB Corporate Account

The FNB Corporate value proposition, which is suitable for suitable for multi-nationals and large corporates, has been designed to meet the specific needs of a business with a turnover greater than ZMW1 billion per annum to help you run and grow your business.

For all other fees, refer to "General fees".



FNB Corporate Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.

You get the following FREE:

- Debit card purchases
- FNB App
- Online Banking
- Cellphone Banking
- Access to Relationship Managers
- Savings Pocket
- Access to Instant Solutions

You pay an account fee of ZMW250.00_{p/m}

Documentation Fees

Commissioner of Oaths	ZMW250.00
Certification of Documents	ZMW250.00
Generic Document Fee	ZMW250.00

FNB Cash Man Account

The FNB Cash Man Account is tailored to the needs of Corporates.

This value proposition has been designed to provide your business with innovative transactional solutions, helping you to optimize, run and grow.

For all other fees, refer to "General fees".

FNB Cash Man Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.

You get the following **FREE:**

- Debit card purchases
- FNB App
- Online Banking
- Cellphone Banking
- Access to Relationship Managers
- Savings Pocket
- Access to Instant Solutions

You pay an account fee of ZMW250.00_{p/m}

Documentation Fees

Commissioner of Oaths	ZMW250.00
Certification of Documents	ZMW250.00
Generic Document Fee	ZMW250.00



FNB Public Sector Account

The FNB Public Sector Account is tailored to the needs of **Government, Non-Government-Organizations (NGOs), and Churches.**

This value proposition has been designed to meet the needs of your business, helping you start, run and grow.

For all other fees, refer to “General fees”.

FNB Public Sector Account fees

For all fees not specified in this section, please refer to the general fee section of this pricing guide.



You pay an account fee of ZMW100.00p/m

Transfers and payments

Linked-account Branch Transfers (at FNB Branch)	ZMW25.00
Third-party Payments (at FNB Branch)	ZMW25.00
Real Time Gross Settlement (RTGS) (Online Banking at the FNB App)	ZMW40.00
Real Time Gross Settlement (RTGS) (FNB Branch or telephone banking)	ZMW55.00

Cash withdrawals

At FNB Branch (Outside ATM daily limit)	Free
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Cash deposits

At FNB Branch	Free
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Other fees

PIN change at FNB Branch (Consultant assisted)	Free
Manual salary processing (FNB Branch, per item)	ZMW25.00

Single fee pricing option*

For all fees not specified in this section, please refer to the general fee section of this pricing guide.

Monthly Fee: ZMW300.00 ^{p/m}	
Free	After which you pay
5x Free FNB ATM Withdrawals	ZMW12.00 per transaction
30x Electronic third-party payments (FNB ATM, Online Banking, the FNB App, USSD or telephone banking)	Max ZMW10.00
5x Free Cheque Payments	ZMW80.00 per item

*This product is no longer being offered to new customers. Fees are only applicable to existing customers already holding these accounts.



FNB Multi-Currency Account

Our FNB Multi Currency Accounts enable your business to receive or make regular foreign currency payments and transact with ease.

For all other fees, refer to “FNB Foreign Exchange fees”.

FNB Multi-Currency Business Account fees

For all fees not specified in this section, please refer to the foreign exchange fees section of this pricing guide.

	USD	GBP	EUR	ZAR
Monthly Account Fee	15.00	9.00	12.00	180.00
Rebate amount	5 000.00	N/A	N/A	N/A
Transfers between your own accounts				
At FNB Branch	9.00	7.00	8.00	115.00
Account Payments				
Cheque	7.00	5.00	6.00	85.00
Debit Order Management				
Stop payment - digital channels	10.00	8.00	10.00	145.00
Stop payment - FNB Branch (Consultant assisted)	30.00	25.00	30.00	430.00
Cash Withdrawals				
At FNB Branch	Free	Free	Free	Free
Cheque encashment	11.00			
Cash Deposits				
At FNB Branch	Free	Free	Free	Free
Cheque Deposits				
At FNB Branch	1.00	1.00	1.00	25.00
Other Fees				
Statements & balance enquiries	Free	Free	Free	Free
Dishonoured payment	35.00	18.00	25.00	350.00
ZRA Payments	1.00	N/A	N/A	N/A

FNB Multi-Currency Corporate Account fees

For all fees not specified in this section, please refer to the foreign exchange fees section of this pricing guide.

	USD	GBP	EUR	ZAR	
Monthly Account Fee	20.00	10.00	15.00	200.00	
Rebate amount	5 000.00	N/A	N/A	N/A	
Transfers between your own accounts					
At FNB Branch	9.00	7.00	8.00	115.00	
Account Payments					
Cheque	7.00	5.00	6.00	85.00	
Debit Order Management					
Stop payment - digital channels	10.00	8.00	10.00	145.00	
Stop payment - FNB Branch (Consultant assisted)	30.00	25.00	30.00	430.00	
Cash Withdrawals					
At FNB Branch	Free	Free	Free	Free	
Cheque encashment	11.00				
Cash Deposits					
	USD	GBP	EUR	ZAR	
Branch deposits (Entities with annual turnover up to ZMW5million)	Free deposit value	100,000.00	100,000.00	100,000.00	500,000.00
	Fee after Free	0.25% of value			
Cheque Deposits					
At FNB Branch	1.00	1.00	1.00	25.00	

A close-up, profile view of a young Black man with short hair, smiling broadly as he looks at a smartphone held in his hands. He is wearing a blue jacket over a light-colored collared shirt. The background is a soft-focus outdoor scene with green foliage and a bright light source, possibly the sun, creating a bokeh effect.

General transaction fees

The transactions in this section will be charged in addition to your monthly account fees and are applicable to all single fee and pay-as-you-use pricing options.

General transaction fees

(Transaction fees will reduce your available balance on the date of the transaction.)

Transfers between your accounts

Electronic transfers (FNB ATM, Online Banking or the FNB App,)	Free
Scheduled transfers	Free
Internal & external debit orders	Free
Branch transfers (FNB Branch or telephone Banking)	ZMW100.00 + 0.15% max. ZMW200.00

Purchases

Card purchases

Local & international Debit Card purchases	Free
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Prepaid purchases

Airtime (FNB Online Banking, USSD or FNB ATM)	ZMW1.75
Airtime (FNB App)	Free
Electricity (FNB Online Banking, USSD or FNB ATM)	ZMW1.75
Pay TV (FNB Online Banking, USSD or FNB ATM)	ZMW1.75



Tip to bank

smarter >

Card limits can be managed via the FNB App anytime, anywhere.

General transaction fees

(continued)

Account payments

Electronic third-party payments (FNB ATM, Online Banking, the FNB App or telephone banking)	Max ZMW10.00
Standing order	ZMW10.00
Internal & external debit orders	Free
Third-party payments (FNB Branch or telephone banking)	ZMW100.00 + 0.15% max. ZMW200.00
Cheque Payment	ZMW80.00 per item
Issue of bank cheques	ZMW260.00 per item
Real-Time Gross Settlement (RTGS) (Online banking or the FNB App)	ZMW55.00 per transaction
Real-Time Gross Settlement (RTGS) (FNB Branch or telephone banking)	ZMW75.00 per transaction
Payment honouring fee	ZMW405.00
Standing orders	
Electronic scheduled payment establishment/amendment fee (Online Banking or the FNB App)	Free
Standing order establishment fee (FNB Branch or telephone Banking - consultant assisted)	ZMW40.00
Standing order amendment fee (FNB Branch or telephone Banking - consultant assisted)	Free



Tip to bank
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Scheduled payments on digital is **free**. Make smarter payments with future-dated transactions up to 1 year in advance or set these up to pay on a scheduled basis.



Tip to bank

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Debit orders can be disputed on the FNB App anytime, anywhere.

General transaction fees

(continued)

Account payments (continued)

Debit order management

Stop payment - Digital channels	ZMW120.00
Stop payment - FNB Branch (consultant assisted)	ZMW350.00

Payment notifications

Email	ZMW0.30
SMS	ZMW0.45

eWallet payments (per transaction)

Send Money (Transactions between ZMW0.10- ZMW150.00)	ZMW7.00
Send Money (Transactions greater than ZMW150.00)	ZMW12.00
Reversal of incorrect "send money to an FNB eWallet" transaction	ZMW12.00

Balance enquiries & alerts

Balance enquiry on self-service channels (Online banking, the FNB App or FNB ATM)	Free
Balance enquiry at FNB Branch	Free
Balance enquiry at other bank's ATM	Free
Balance alert monthly	Free
Balance alert weekly	Free
Balance alert daily	Free

General transaction fees

(continued)

Cash withdrawals

FNB CashPlus Agents

ZMW0.00 - ZMW250.00	ZMW7.00
ZMW250.01 - ZMW750.00	ZMW8.50
ZMW750.01 - ZMW2 000.00	ZMW9.50
ZMW2 000.01 - ZMW4 000.00	ZMW10.00
ZMW4 000.01 - ZMW10 000.00	ZMW12.50



Tip to bank
smarter >

Instead of using ATMs, you can withdraw cash from participating Agents using CashPlus. Our extensive Agent network is cheaper and provides extra convenience.

Branch & ATM

FNB ATM	ZMW12.00
Other banks' ATMs	ZMW20.00
International ATM cash withdrawals	ZMW35.00
International branch cash withdrawals	ZMW140.00

Transaction value

Fee per transaction

FNB Branch (including Cheque encashment)	ZMW0.00 - ZMW50 000.00	ZMW100.00 + 0.20%, Max ZMW300.00
	ZMW50 000.01 - ZMW150 000.00	ZMW100.00 + 0.20%, Max ZMW300.00
	ZMW150 000.01 - ZMW300 000.00	ZMW100.00 + 0.10%, Max ZMW300.00
	ZMW300 000.01 - ZMW500 000.00	ZMW100.00 + 0.06%, Max ZMW300.00
	ZMW500 000.01 and greater	ZMW100.00 + 0.04%, Max ZMW300.00

General transaction fees

(continued)

Deposits

Cheque deposit at FNB Branch (per cheque deposit)	ZMW10.00 + 0.3% of value, max ZMW70.00
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Local currency cash deposits

FNB Branch	Free
FNB ATM with deposits	Free
FNB CashPlus Agents	Free

Foreign currency cash deposits

Branch deposits (Entities with annual turnover up to ZMW5million)	Free
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Branch deposits (Entities with annual turnover up to ZMW5million)		USD	GBP	EUR	ZAR
		Free deposit value	100,000.00	100,000.00	100,000.00
	Fee after Free	0.25% of value			

Deposit Books

100 pages	ZMW100.00
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Tip to bank
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Save time and money by using our ATM with deposits terminals to make cash deposits. It's more convenient than going into an FNB Branch and funds clear immediately.

General transaction fees

(continued)

Account confirmation letter	
Account confirmation letter	ZMW150.00

Statements	
Email (Statements free for download or email via Online Banking)	Free
Monthly statement	Free
Mini-statements	Free
Provisional statement (FNB Branch or telephone banking, per page)	Free



Tip to bank

smarter >

Your accounts statements are available for free on Online Banking for Buisness. It also provides you with additional security.

Document fees	
Auditors report	ZMW250.00
Letter of reference	ZMW150.00
Certification of balance	ZMW150.00
Certification of documents (per item)	ZMW150.00
Commissioner of oaths	ZMW150.00
Sealing of documents	ZMW150.00

General transaction fees

(continued)

Penalty fees

Declined transaction fee	Free
Honouring fee	ZMW405.00
Dishonouring payment	ZMW840.00
Failed standing order	ZMW1.50

Debit card fees

Replacement fee (Including damaged cards)	ZMW80.00
PIN change on self-service channel (Online banking, the FNB App or FNB ATM)	Free
PIN change at FNB Branch (consultant assisted)	ZMW15.00

Cheque books

40 leaves	ZMW310.00
199 leaves	ZMW550.00

Credit fees

Term loan arrangements (qualifying applicants)	Negotiated
Overdraft facility fee (qualifying applicants)	Negotiated

General transaction fees

(continued)

Convenience fees

Sweeping (per transaction)	ZMW3.50
Electronic salary processing (Online Banking per item)	Max. ZMW10.00
Manual salary processing (FNB Branch, per item)	ZMW100.00

Other fees

ZRA payments	ZMW18.00
Prepaid purchases from eWallet account	Free
Cash withdrawals from eWallet account (after free)	ZMW12.00
Letter of Guarantee/ Bond application	ZMW100.00
Photocopying (per page)	ZMW20.00
Telephone local	ZMW75.00
Telephone international	ZMW200.00



FNB Foreign Exchange

Bring the world closer with our foreign exchange solutions. FNB Foreign Exchange offers a range of solutions to suit your business's needs; whether for travelling, sending or receiving money globally, or managing imports and exports. Foreign exchange is the simple and convenient way to transact around the world.

FNB Foreign Exchange fees

Whether you need transactional solutions, a cash injection to get things going or guidance on the best way to grow your business internationally - our secure and reliable online banking payment options take the complexity out of cross-border transactions while helping you manage your exchange rate risk.

Payment solutions

	eChannel	Other & FNB Branch
Global payments (SWIFT)		
Commission	1.00%	1.00%
Minimum charge	USD30.00	USD35.00
Maximum charge	USD60.00	USD150.00
Global receipts (INSWIFT)		
Commission		0.50%
Minimum charge		USD15.00
Maximum charge		USD50.00

Other fees

	USD	GBP	EUR	ZAR
Statements & balance enquiries	Free	Free	Free	Free
Dishonoured payment	35.00	18.00	25.00	350.00
ZRA Payments	1.00	N/A	N/A	N/A



Important information

Important information

Remember the following points when deciding which of our solutions best suit your needs:

- FNB Zambia Ltd, a licensed Commercial Bank, reserves the right to change fees or introduce new fees from time to time. If we do this, though, we will give you at least 30 days' notice of these changes. You will also find the changes on our website: www.fnbzambia.co.zm.
- We strive to keep the information provided in the pricing guide as accurate as possible, and we will not be held responsible if an error or omission is found.
- You must apply for each product or facility individually.
- The grant of any product or facility is subject to you meeting the qualifying criteria of that product or facility.
- Each product or facility has a set of terms and conditions for that specific product or facility. We agree on these terms and conditions with the applicant.
- If there is disagreement between the product or facility-specific terms and conditions and what is outlined in this pricing guide the Bank will follow the product or facility-specific terms and conditions that apply to such a product or facility.
- The Bank reserves the right to change the features of any product or facility at any time.
- Fees quoted "as per ZMW100" include parts thereof.
- All fees quoted are VAT inclusive and are effective from 1 September 2022 to 31 August 2023.

Standard terminology

If you want to compare FNBZ' fees with those of other banks, we have, as far as possible, used standard terminology throughout this pricing guide. This is in line with Section 2 Part B of the Bankers Association of Zambia Code of Banking Practice in Zambia of September 2010 (COBP).

In the case where we've used FNB-specific terminology, we have added this here showing the wording that other Banks may use.

- FNB's term – as per this pricing guide – is **“Card Purchase”**, while the standard terminology is **“Card Transaction”**.
- FNB's term is **“Payment”**, while the standard terminology equivalent is **“Third Party Payment/ Stop Order”**.
- FNB uses the term **“Slimline Devices”** whereas other banks might call them Mini ATMs.
- FNB uses the term **“eChannels”**, which refers to Online Banking, Telephone Banking Interactive Voice Response (IVR) and FNB ATMs.
- FNB's **“Mobile Channels”** refer to Cellphone Banking and the FNB Banking App.



Contact us

For more information on our business banking solutions:

Contact your Relationship Manager
Visit fnbzambia.co.zm and click on the “For My Business” tab
Call 362 or +26 0211 366 800.

Terms, conditions, and rules apply.