



Bank of Namibia

## **Banking Fees and Charges Report**

**October 2020**

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## Table of Contents

1. Abbreviations.....	3
2. Introduction.....	3
3. Method of fees comparison and transaction profiles .....	4
4. Customer Segmentation.....	5
5. Various banking products per banking institution .....	5
6. Comparison of monthly fees for 10 banking activities per customer segment and usage intensity .....	6
6.1 Safety Seekers with Minimal usage intensity .....	7
6.2 Safety Seekers with Moderate usage intensity .....	8
6.3 Safety Seekers with Heavy usage intensity .....	9
6.4 Traditionalists with Minimal usage intensity .....	10
6.5 Traditionalists with Moderate usage intensity .....	11
6.6 Traditionalists with Heavy usage intensity .....	12
6.7 Balancers with Minimal usage intensity .....	13
6.8 Balancers with Moderate usage intensity .....	14
6.9 Balancers with Heavy usage intensity .....	15
7. Additional information related to the account activities presented in this Report.....	16

## 1. Abbreviations

Atlantico Bank Namibia	ATL
Bank BIC	BIC
Bank Windhoek	BWH
First National Bank	FNB
Letshego Bank Namibia	LBN
Nampost	NMP
Nedbank Namibia	NBN
Standard Bank Namibia	SBN
Trustco Bank Namibia	TBN

## 2. Introduction

This report presents a comparison of banking fees and charges amongst a total of thirty-six (36) various banking products across nine (9) banking institutions in Namibia as at 30 September 2020.

The Bank's position regarding its policy on bank fees and charges changed in 2010 with the amendment of the Payment System Management Act 18 of 2003, for section 2 (d) to include "to ensure that the fees or charges payable by a user are in the public interest, promote competition, efficiency and cost effectiveness in service delivery and comply with the standards determined by the Bank". This amendment was necessary primarily to enhance financial inclusion with the understanding that prices for payment services had formed a barrier to financial access, and to complement the requirements stipulated in BID-13: Disclosure of Bank Charges, Fees and Commission.

The banking fees information in this report has been collected through the banking fees surveys structured to fit the analysis via the Dynamic Competition Scheme Model ("the Model"), developed to allow for comparability of banking fees information. The Model allows for the comparability of banking fees and charges, taking into consideration the pricing structure of each banking activity including bundled pricing.

This report focuses on 10 banking activities that appear to be most frequently used by the average consumer when conducting banking, as shown from the information collected from the Namibian banking industry.

### 3. Method of fees comparison and transaction profiles

The transaction profiles used in this report are categorized in 3 customer segments namely, Safety Seekers, Traditionalist, and Balancers. These segments were adopted from the 2014 study by Ernest & Young on Global Consumer Banking Survey whereby segments were developed by using a multi-disciplinary approach to group more than 32 000 customers in 32 countries<sup>1</sup> into eight distinct segments that share common banking behaviours. While it was acknowledged that the proportion of customers falling within each segment may vary from country to country, Ernst & Young contends that the segments' respective characteristics are universal. Although there may be some debate over the appropriateness of the names given to these segments, they provide a comprehensive and useful description of bank customers and their channel preferences. Even though eight customer segments might be too great a degree of refinement, it is arguably more useful than a simplistic one based on income.

During 2015, the Bank conducted a pilot study on the enhancement of transparency of fees/charges in the commercial banking sector in Namibia with a view to, enable the Bank to collect, analyse and compare fees and charges raised by the banking institutions in Namibia, with a view to allowing: the regulatory authority to enhance transparency and encourage competition through information sharing.

Using the customer segments groupings from the Ernst & Young study, during the 2015 pilot study, the Bank requested banking institutions to provide the number of account holders for each account and assign each bank account to the segment which would best describe the customer banking profile for which the account was designed. The range of bank accounts assigned to each segment showed that while every segment is represented in Namibia, the numbers of account holders make some segments very small. The pilot study indicated that majority of the Namibian banking consumers fall in three segments namely, Safety Seekers, Traditionalist, and Balancers. The customer segments are not defined according to income level, but rather by their banking behaviours as categorized in different usage intensities per month.

In this report, the estimated total average monthly fees per customer segment were calculated by categorizing the customer segments into 3 usage intensities namely, minimal, moderate, and heavy.

**Table 1. Estimates of customer usage intensities per month**

Transaction Activity		Minimal Usage Intensity		Moderate Usage Intensity		Heavy Usage Intensity	
		Number of transactions	Transaction Value (N\$)	Number of transactions	Transaction Value (N\$)	Number of transactions	Transaction Value (N\$)
	Cash withdrawals	4	200	4	500	4	1500
	Cash deposits	1	600	1	800	1	1500
	Card payments (Debit Card POS)			8	300	16	600
	Account payments			4	300	12	750
	Transfers (Inter-account)			2	2500	4	5000
Debit and stop orders	Debit order payments to own account			1	250	2	2000
	Debit order payments to 3rd party account			3	350	7	750
	Stop order payments to own account			-	-	1	2000
	Stop order payments to 3rd party account			1	350	2	500
<b>Total</b>		<b>5</b>		<b>24</b>		<b>49</b>	

<sup>1</sup> Amongst the participant countries in which this study was conducted, those from the African continent were Egypt, Kenya, Nigeria and South Africa

#### 4. Customer Segmentation

##### Safety Seekers

Safety Seekers are individuals with limited cash flow and savings. They value fees transparency and have strong preference for using the branch for most of their banking transactions.

##### Traditionalists

Traditionalists have a basic level of education and relatively low incomes with only a few banking products. They value being rewarded for their loyalty. They are heavy users of ATMs and branches although they can be persuaded to use other remote channels and to increase their engagement with their service provider if offered new ways to do business.

##### Balancers

Balancers generally have modest assets and do not switch accounts frequently. While they are comfortable with online channels, they value the relationship aspects offered by traditional banks, fee transparency and assistance with problem resolution.

#### 5. Various banking products per banking institution

ATL	<ul style="list-style-type: none"><li>• Basic Bank Account</li><li>• Term Deposit</li></ul>
BIC	<ul style="list-style-type: none"><li>• Current Account</li><li>• Basic Account</li><li>• Savings Account</li><li>• Call Account</li><li>• Fixed Term</li><li>• Notice Deposit</li></ul>
BWH	<ul style="list-style-type: none"><li>• EasySave</li><li>• Ordinary Current Account</li><li>• Transaction Account</li><li>• Selekt Gold Current Account</li></ul>
FNB	<ul style="list-style-type: none"><li>• Bankwise Regular</li><li>• Gold Lifestyle Account - Electronic Pricing Option</li><li>• Gold Lifestyle Account – Pay as You Use</li><li>• Platinum Lifestyle Account - Electronic Pricing Option</li><li>• Student Lifestart Account</li><li>• Youth Account</li><li>• Cardwise Zero</li><li>• Private Clients</li></ul>
LBN	<ul style="list-style-type: none"><li>• Savings Account</li><li>• Current Account</li><li>• Term Deposit</li></ul>
NBN	<ul style="list-style-type: none"><li>• Private Banking Bundle</li><li>• Nedbank Silver Savings Account</li><li>• Nedbank Silver PAYU Account</li><li>• Nedbank4All</li><li>• Nedbank Gold Bundle Account</li></ul>
NMP	<ul style="list-style-type: none"><li>• SmartCard Individual</li></ul>
SBN	<ul style="list-style-type: none"><li>• Achiever Cheque - Pay-as-you-transact</li><li>• BasicBlue Account</li><li>• Classic Cheque - Pay-as-you-transact</li><li>• Digi Youth Account</li></ul>

TBN	<ul style="list-style-type: none"><li>• Basic Bank Account</li><li>• Youth Account</li><li>• Savings Account</li></ul>
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**6. Comparison of monthly fees for 10 banking activities per customer segment and usage intensity**

The monthly fees reflected in this report indicate estimated average total monthly fees incurred by an average consumer in the various usage intensities and falling within the three consumer segments namely: Safety Seekers, Traditionalists, and Balancers. The report also indicates the list of average fees paid per transaction service, provided the number of transactions in each usage intensity. Refer to Table 1. as a guide for the various usage intensities when evaluating the average fees payable for the different customer segments.

## 6.1 Safety Seekers with Minimal usage intensity

**Table 2: Total fees per month on average, for Safety Seekers with Minimal usage intensity**

Usage profile	Minimal
Customer segment	Safety Seekers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	-	<b>42.71</b>	-	<b>73.08</b>	-	-	<b>73.08</b>	<b>82.49</b>	<b>214.02</b>	<b>222.40</b>	<b>182.96</b>	<b>149.27</b>	<b>133.52</b>	<b>247.25</b>	<b>175.39</b>	<b>304.16</b>	<b>357.01</b>	<b>112.29</b>	<b>105.99</b>
Cash withdrawals	120.18	-	14.34	-	19.30	-	-	19.30	68.25	80.68	80.68	80.68	99.68	99.68	72.16	99.68	72.16	72.16	72.16	72.16
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

**Table 2 Cont...**

Usage profile	Minimal
Customer segment	Safety Seekers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>27.74</b>	<b>30.06</b>	-	<b>62.05</b>	<b>234.47</b>	<b>123.46</b>	<b>132.03</b>	<b>111.80</b>	<b>478.38</b>	<b>165.42</b>	<b>116.90</b>	<b>165.42</b>	<b>104.29</b>	<b>24.04</b>	<b>24.04</b>	<b>24.04</b>
Cash withdrawals	25.32	30.06	-	47.65	57.52	83.70	80.07	72.04	57.52	93.97	96.27	93.97	83.65	24.04	24.04	24.04
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 2 provides an indication of how much total banking fees on average per month, a banking customer falling within the Safety Seekers segment will likely pay when using the various banks' products with Minimal usage intensity. Minimal usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$200 each and one (1) cash deposit valued at N\$600 per month.

## 6.2 Safety Seekers with Moderate usage intensity

**Table 3: Total fees per month on average, for Safety Seekers with Moderate usage intensity**

Usage profile	Moderate
Customer segment	Safety Seekers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>198.37</b>	-	<b>175.80</b>	-	<b>211.09</b>	-	-	<b>211.09</b>	<b>259.93</b>	<b>446.70</b>	<b>455.08</b>	<b>415.64</b>	<b>312.87</b>	<b>297.12</b>	<b>266.91</b>	<b>338.99</b>	<b>311.60</b>	<b>376.66</b>	<b>244.34</b>	<b>238.04</b>
Cash withdrawals	120.18	-	14.34	-	19.30	-	-	19.30	68.25	80.68	80.68	80.68	106.23	106.23	78.71	106.23	78.71	78.71	78.71	78.71
Account payments	-	-	44.78	-	44.78	-	-	44.78	56.23	56.23	56.23	56.23	19.82	19.82	0.89	19.82	0.89	0.89	19.82	19.82
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	8.86	-	4.92	-	9.85	-	-	9.85	-	11.95	11.95	11.95	8.37	8.37	-	8.37	-	-	8.37	8.37
Debit order payments to 3rd party accounts	69.33	-	63.03	-	63.03	-	-	63.03	51.08	94.38	94.38	94.38	85.08	85.08	-	85.08	-	-	85.08	85.08
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	20.36	-	20.36	-	-	20.36	31.46	31.46	31.46	31.46	12.21	12.21	12.21	12.21	-	12.21	12.21	12.21
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	38.66	38.66	38.66	38.66	31.56	31.56	-	31.56	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 3 Cont...

Usage profile	Moderate
Customer segment	Safety Seekers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>83.23</b>	<b>30.06</b>	-	<b>132.68</b>	<b>235.47</b>	<b>259.58</b>	<b>273.86</b>	<b>336.55</b>	<b>479.38</b>	<b>382.91</b>	<b>330.95</b>	<b>382.91</b>	<b>318.34</b>	<b>98.31</b>	<b>38.11</b>	<b>38.11</b>
Cash withdrawals	25.32	30.06	-	47.65	57.52	83.70	80.07	87.95	57.52	97.41	96.27	97.41	83.65	34.05	34.05	34.05
Account payments	7.03	-	-	31.18	1.00	19.37	45.85	45.85	1.00	50.09	50.09	50.09	50.09	31.83	4.06	4.06
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	14.77	12.31	25.11	-	10.83	10.83	10.83	10.83	-	-	-
Debit order payments to 3rd party accounts	15.76	-	-	-	-	47.27	39.39	80.36	-	88.24	88.24	88.24	88.24	28.36	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	5.09	-	-	-	-	15.27	12.72	25.95	-	25.45	25.45	25.45	25.45	4.07	-	-
Debit card purchases (Point of Sale)	27.61	-	-	39.45	-	39.45	31.56	31.56	-	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 3 indicates how much total banking fees on average per month, a banking customer falling within the Safety Seekers segment will likely pay when using the various banks' products with Moderate usage intensity. Moderate usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$500 each, one (1) cash deposit valued at N\$800, eight (8) debit card point of sale (POS) payments valued at N\$300 each, two (2) inter account transfers valued at N\$2,650 each, one (1) debit order payment to-own-account valued at N\$250, three (3) debit order payment to third party account valued at N\$350 each, and one (1) stop order payment to third party account valued at N\$350.



### 6.3 Safety Seekers with Heavy usage intensity

Table 4: Total fees per month on average, for Safety Seekers with Heavy usage intensity

Usage profile	Heavy
Customer segment	Safety Seekers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>320.76</b>	-	<b>379.47</b>	-	<b>419.69</b>	-	-	<b>419.69</b>	<b>540.26</b>	<b>796.70</b>	<b>805.09</b>	<b>765.65</b>	<b>539.94</b>	<b>524.19</b>	<b>302.73</b>	<b>566.06</b>	<b>335.22</b>	<b>412.49</b>	<b>469.67</b>	<b>463.37</b>
Cash withdrawals	120.18	-	14.34	-	19.30	-	-	19.30	68.25	80.68	80.68	80.68	128.07	128.07	100.55	128.07	100.55	100.55	130.37	130.37
Account payments	-	-	134.35	-	134.35	-	-	134.35	168.70	168.70	168.70	168.70	59.47	59.47	2.66	59.47	2.66	2.66	59.47	59.47
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	17.73	-	9.85	-	19.70	-	-	19.70	-	23.89	23.89	23.89	16.74	16.74	-	16.74	-	-	16.74	16.74
Debit order payments to 3rd party accounts	161.76	-	147.06	-	147.06	-	-	147.06	119.19	220.22	220.22	220.22	198.53	198.53	-	198.53	-	-	198.53	198.53
Stop order payment to other own accounts	21.09	-	4.79	-	4.79	-	-	4.79	29.63	29.63	29.63	29.63	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	40.71	-	40.71	-	-	40.71	62.92	62.92	62.92	62.92	24.43	24.43	24.43	24.43	-	24.43	24.43	24.43
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	77.32	77.32	77.32	77.32	63.12	63.12	-	63.12	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 4 Cont...

Usage profile	Heavy
Customer segment	Safety Seekers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>150.99</b>	<b>30.06</b>	-	<b>237.10</b>	<b>237.48</b>	<b>445.20</b>	<b>486.66</b>	<b>695.51</b>	<b>481.38</b>	<b>753.19</b>	<b>648.47</b>	<b>753.19</b>	<b>635.86</b>	<b>275.80</b>	<b>114.32</b>	<b>114.32</b>
Cash withdrawals	25.32	30.06	-	50.27	57.52	83.70	80.07	140.99	57.52	150.17	96.27	150.17	83.65	102.15	102.15	102.15
Account payments	21.08	-	-	93.54	3.00	58.10	137.56	137.56	3.00	150.27	150.27	150.27	150.27	95.49	12.17	12.17
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	29.54	24.62	50.22	-	21.66	21.66	21.66	21.66	-	-	-
Debit order payments to 3rd party accounts	36.76	-	-	-	-	110.29	91.91	187.50	-	205.88	205.88	205.88	205.88	66.18	-	-
Stop order payment to other own accounts	-	-	-	-	-	14.38	11.98	24.45	-	23.97	23.97	23.97	23.97	3.83	-	-
Stop order payments to 3rd party accounts	10.18	-	-	-	-	30.53	25.45	51.91	-	50.89	50.89	50.89	50.89	8.14	-	-
Debit card purchases (Point of Sale)	55.23	-	-	78.89	-	78.89	63.12	63.12	-	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 4 provides an indication of how much total banking fees on average per month, a banking customer falling within the Safety Seekers segment will likely pay when using the various banks' products with Heavy usage intensity. Heavy usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$1500 each, one (1) cash deposit valued at N\$1500, sixteen (16) debit card point of sale (POS) payments valued at N\$600 each, two (2) inter account transfers valued at N\$10,000 each, one (2) debit order payment to own account valued at N\$2,000 each, seven (7) debit order payment to third party account valued at N\$750 each, one(1) stop order payment to own account valued at N\$1,000 and one (1) stop order payment to third party account valued at N\$2,000.

## 6.4 Traditionalists with Minimal usage intensity

Table 5: Total fees per month on average, for Traditionalists with Minimal usage intensity

Usage profile	Minimal
Customer segment	Traditionalists

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account	
<b>Total fees per month</b>	<b>120.18</b>	-	<b>42.46</b>	-	<b>70.69</b>	-	-	<b>70.69</b>	<b>64.15</b>	<b>195.45</b>	<b>203.84</b>	<b>164.40</b>	<b>126.89</b>	<b>111.14</b>	<b>225.35</b>	<b>153.01</b>	<b>282.26</b>	<b>335.10</b>	<b>90.39</b>	<b>84.09</b>	
Cash withdrawals	120.18	-	14.09	-	16.91	-	-	16.91	49.90	62.12	62.12	62.12	77.30	77.30	50.25	77.30	50.25	50.25	50.25	50.25	50.25
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-	
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 5 Cont...

Usage profile	Minimal
Customer segment	Traditionalists

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>29.02</b>	<b>30.06</b>	-	<b>60.82</b>	<b>216.21</b>	<b>106.46</b>	<b>114.74</b>	<b>101.78</b>	<b>460.11</b>	<b>146.26</b>	<b>97.70</b>	<b>146.26</b>	<b>85.30</b>	<b>24.04</b>	<b>24.04</b>	<b>24.04</b>
Cash withdrawals	26.60	30.06	-	46.42	39.25	66.70	62.79	62.02	39.25	74.81	77.06	74.81	64.66	24.04	24.04	24.04
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 5 gives an indication of how much total banking fees on average per month, a banking customer falling within the Traditionalists segment will likely pay when using the various banks' products with Minimal usage intensity. Minimal usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$200 each and one (1) cash deposit valued at N\$600 per month.

## 6.5 Traditionalists with Moderate usage intensity

Table 6: Total fees per month on average, for Traditionalists with Moderate usage intensity

Usage profile	Moderate
Customer segment	Traditionalists

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>198.37</b>	-	<b>213.56</b>	-	<b>246.71</b>	-	-	<b>246.71</b>	<b>248.36</b>	<b>434.92</b>	<b>443.30</b>	<b>403.86</b>	<b>290.29</b>	<b>274.54</b>	<b>246.75</b>	<b>316.41</b>	<b>291.45</b>	<b>356.51</b>	<b>222.23</b>	<b>215.93</b>
Cash withdrawals	120.18	-	14.09	-	16.91	-	-	16.91	49.90	62.12	62.12	62.12	81.02	81.02	53.98	81.02	53.98	53.98	53.98	53.98
Account payments	-	-	82.79	-	82.79	-	-	82.79	63.02	63.02	63.02	63.02	22.45	22.45	5.47	22.45	5.47	5.47	22.45	22.45
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	8.86	-	4.92	-	9.85	-	-	9.85	-	11.95	11.95	11.95	8.37	8.37	-	8.37	-	-	8.37	8.37
Debit order payments to 3rd party accounts	69.33	-	63.03	-	63.03	-	-	63.03	51.08	94.38	94.38	94.38	85.08	85.08	-	85.08	-	-	85.08	85.08
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	20.36	-	20.36	-	-	20.36	31.46	31.46	31.46	31.46	12.21	12.21	12.21	12.21	-	12.21	12.21	12.21
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	38.66	38.66	38.66	38.66	31.56	31.56	-	31.56	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 6 Cont...

Usage profile	Moderate
Customer segment	Traditionalists

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>84.03</b>	<b>30.06</b>	-	<b>131.45</b>	<b>222.36</b>	<b>245.50</b>	<b>260.76</b>	<b>330.44</b>	<b>466.26</b>	<b>373.01</b>	<b>321.07</b>	<b>373.01</b>	<b>308.67</b>	<b>100.06</b>	<b>38.28</b>	<b>38.28</b>
Cash withdrawals	26.60	30.06	-	46.42	39.25	66.70	62.79	77.66	39.25	78.19	77.06	78.19	64.66	34.05	34.05	34.05
Account payments	6.55	-	-	31.18	6.15	22.28	50.03	50.03	6.15	59.41	59.41	59.41	59.41	33.58	4.23	4.23
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	14.77	12.31	25.11	-	10.83	10.83	10.83	10.83	-	-	-
Debit order payments to 3rd party accounts	15.76	-	-	-	-	47.27	39.39	80.36	-	88.24	88.24	88.24	88.24	28.36	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	5.09	-	-	-	-	15.27	12.72	25.95	-	25.45	25.45	25.45	25.45	4.07	-	-
Debit card purchases (Point of Sale)	27.61	-	-	39.45	-	39.45	31.56	31.56	-	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 6 provides an indication of how much total banking fees on average per month, a banking customer falling within the Traditionalists segment will likely pay when using the various banks' products with Moderate usage intensity. Moderate usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$500 each, one (1) cash deposit valued at N\$800, eight (8) debit card point of sale (POS) payments valued at N\$300 each, two (2) inter account transfers valued at N\$2,650 each, one (1) debit order payment to own account valued at N\$250, three (3) debit order payment to third party account valued at N\$350 each, and one (1) stop order payment to third party account valued at N\$350.

## 6.6 Traditionalists with Heavy usage intensity

Table 7: Total fees per month on average, for Traditionalists with Heavy usage intensity

Usage profile	Heavy
Customer segment	Traditionalists

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>320.76</b>	-	<b>493.25</b>	-	<b>531.32</b>	-	-	<b>531.32</b>	<b>542.26</b>	<b>798.49</b>	<b>806.87</b>	<b>767.43</b>	<b>513.20</b>	<b>497.45</b>	<b>282.31</b>	<b>539.32</b>	<b>314.79</b>	<b>392.07</b>	<b>442.89</b>	<b>436.59</b>
Cash withdrawals	120.18	-	14.09	-	16.91	-	-	16.91	49.90	62.12	62.12	62.12	93.44	93.44	66.39	93.44	66.39	66.39	95.69	95.69
Account payments	-	-	248.37	-	248.37	-	-	248.37	189.05	189.05	189.05	189.05	67.36	67.36	16.40	67.36	16.40	16.40	67.36	67.36
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	17.73	-	9.85	-	19.70	-	-	19.70	-	23.89	23.89	23.89	16.74	16.74	-	16.74	-	-	16.74	16.74
Debit order payments to 3rd party accounts	161.76	-	147.06	-	147.06	-	-	147.06	119.19	220.22	220.22	220.22	198.53	198.53	-	198.53	-	-	198.53	198.53
Stop order payment to other own accounts	21.09	-	4.79	-	4.79	-	-	4.79	29.63	29.63	29.63	29.63	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	40.71	-	40.71	-	-	40.71	62.92	62.92	62.92	62.92	24.43	24.43	24.43	24.43	-	24.43	24.43	24.43
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	77.32	77.32	77.32	77.32	63.12	63.12	-	63.12	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 7 Cont...

Usage profile	Heavy
Customer segment	Traditionalists

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>150.85</b>	<b>30.06</b>	-	<b>234.74</b>	<b>234.65</b>	<b>436.95</b>	<b>481.92</b>	<b>696.84</b>	<b>478.56</b>	<b>761.02</b>	<b>657.24</b>	<b>761.02</b>	<b>644.84</b>	<b>281.03</b>	<b>114.84</b>	<b>114.84</b>
Cash withdrawals	26.60	30.06	-	47.91	39.25	66.70	62.79	129.78	39.25	130.03	77.06	130.03	64.66	102.15	102.15	102.15
Account payments	19.66	-	-	93.54	18.45	66.84	150.10	150.10	18.45	178.24	178.24	178.24	178.24	100.73	12.68	12.68
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	29.54	24.62	50.22	-	21.66	21.66	21.66	21.66	-	-	-
Debit order payments to 3rd party accounts	36.76	-	-	-	-	110.29	91.91	187.50	-	205.88	205.88	205.88	205.88	66.18	-	-
Stop order payment to other own accounts	-	-	-	-	-	14.38	11.98	24.45	-	23.97	23.97	23.97	23.97	3.83	-	-
Stop order payments to 3rd party accounts	10.18	-	-	-	-	30.53	25.45	51.91	-	50.89	50.89	50.89	50.89	8.14	-	-
Debit card purchases (Point of Sale)	55.23	-	-	78.89	-	78.89	63.12	63.12	-	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 7 provides an indication of how much total banking fees on average per month, a banking customer falling within the Traditionalists segment will likely pay when using the various banks' products with Heavy usage intensity. Heavy usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$1500 each, one (1) cash deposit valued at N\$1500, sixteen (16) debit card point of sale (POS) payments valued at N\$600 each, two (2) inter account transfers valued at N\$10,000 each, one (2) debit order payment to own account valued at N\$2,000 each, seven (7) debit order payment to third party account valued at N\$750 each, one(1) stop order payment to own account valued at N\$1,000 and one (1) stop order payment to third party account valued at N\$2,000.

## 6.7 Balancers with Minimal usage intensity

Table 8: Total fees per month on average, for Balancers with Minimal usage intensity

Usage profile	Minimal
Customer segment	Balancers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	-	<b>42.12</b>	-	<b>68.67</b>	-	-	<b>68.67</b>	<b>49.74</b>	<b>180.75</b>	<b>189.13</b>	<b>149.69</b>	<b>109.03</b>	<b>93.28</b>	<b>208.16</b>	<b>135.15</b>	<b>265.07</b>	<b>317.92</b>	<b>73.20</b>	<b>66.90</b>
Cash withdrawals	120.18	-	13.74	-	14.88	-	-	14.88	35.49	47.41	47.41	47.41	59.45	59.45	33.06	59.45	33.06	33.06	33.06	33.06
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 8 Cont...

Usage profile	Minimal
Customer segment	Balancers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>29.93</b>	<b>30.06</b>	-	<b>59.58</b>	<b>201.90</b>	<b>93.04</b>	<b>101.11</b>	<b>93.75</b>	<b>445.80</b>	<b>131.07</b>	<b>82.46</b>	<b>131.07</b>	<b>70.37</b>	<b>24.04</b>	<b>24.04</b>	<b>24.04</b>
Cash withdrawals	27.51	30.06	-	45.18	24.94	53.28	49.15	53.99	24.94	59.62	61.82	59.62	49.73	24.04	24.04	24.04
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 8 indicates how much total banking fees on average per month, a banking customer falling within the Balancers segment and will likely pay when using the various banks' products with Minimal usage intensity. Minimal usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$200 each and one (1) cash deposit valued at N\$600 per month.

## 6.8 Balancers with Moderate usage intensity

Table 9: Total fees per month on average, for Balancers with Moderate usage intensity

Usage profile	Moderate
Customer segment	Balancers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>198.37</b>	-	<b>208.13</b>	-	<b>239.60</b>	-	-	<b>239.60</b>	<b>232.70</b>	<b>418.96</b>	<b>427.34</b>	<b>387.90</b>	<b>269.39</b>	<b>253.63</b>	<b>226.49</b>	<b>295.50</b>	<b>271.19</b>	<b>336.25</b>	<b>202.00</b>	<b>195.69</b>
Cash withdrawals	120.18	-	13.74	-	14.88	-	-	14.88	35.49	47.41	47.41	47.41	60.95	60.95	34.57	60.95	34.57	34.57	34.57	34.57
Account payments	-	-	77.70	-	77.70	-	-	77.70	61.76	61.76	61.76	61.76	21.62	21.62	4.61	21.62	4.61	4.61	21.62	21.62
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	8.86	-	4.92	-	9.85	-	-	9.85	-	11.95	11.95	11.95	8.37	8.37	-	8.37	-	-	8.37	8.37
Debit order payments to 3rd party accounts	69.33	-	63.03	-	63.03	-	-	63.03	51.08	94.38	94.38	94.38	85.08	85.08	-	85.08	-	-	85.08	85.08
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	20.36	-	20.36	-	-	20.36	31.46	31.46	31.46	31.46	12.21	12.21	12.21	-	-	12.21	12.21	12.21
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	38.66	38.66	38.66	38.66	31.56	31.56	-	31.56	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 9 Cont...

Usage profile	Moderate
Customer segment	Balancers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>84.96</b>	<b>30.06</b>	-	<b>130.21</b>	<b>207.10</b>	<b>231.14</b>	<b>246.28</b>	<b>321.18</b>	<b>451.00</b>	<b>356.02</b>	<b>304.11</b>	<b>356.02</b>	<b>292.02</b>	<b>100.13</b>	<b>38.25</b>	<b>38.25</b>
Cash withdrawals	27.51	30.06	-	45.18	24.94	53.28	49.15	69.24	24.94	62.92	61.82	62.92	49.73	34.05	34.05	34.05
Account payments	6.57	-	-	31.18	5.20	21.35	49.19	49.19	5.20	57.69	57.69	57.69	57.69	33.65	4.20	4.20
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	14.77	12.31	25.11	-	10.83	10.83	10.83	10.83	-	-	-
Debit order payments to 3rd party accounts	15.76	-	-	-	-	47.27	39.39	80.36	-	88.24	88.24	88.24	88.24	28.36	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	5.09	-	-	-	-	15.27	12.72	25.95	-	25.45	25.45	25.45	25.45	4.07	-	-
Debit card purchases (Point of Sale)	27.61	-	-	39.45	-	39.45	31.56	31.56	-	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 9 provides an indication of how much total banking fees on average per month, a banking customer falling within the Balancers segment will likely pay when using the various banks' products with Moderate usage intensity. Moderate usage intensity is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$500 each, one (1) cash deposit valued at N\$800, eight (8) debit card point of sale (POS) payments valued at N\$300 each, two (2) inter account transfers valued at N\$2,650 each, one (1) debit order payment to own account valued at N\$250, three (3) debit order payment to third party account valued at N\$350 each, and one (1) stop order payment to third party account valued at N\$350.

## 6.9 Balancers with Heavy usage intensity

Table 10: Total fees per month on average, for Balancers with Heavy usage intensity

Usage profile	Heavy
Customer segment	Balancers

Account Activity	ATL - Basic Bank Account	ATL - Term Deposit	BIC - Basic Account	BIC - Call Account	BIC - Current Account	BIC - Fixed Term	BIC - Notice Deposit	BIC - Savings Account	BWH - EasySave	BWH - Ordinary Current Account	BWH - Selekt Gold Current Account	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Electronic Pricing Option	FNB - Gold Lifestyle Account- Pay As You Use	FNB - Platinum Lifestyle Account- Electronic Pricing	FNB - Private Clients	FNB - Student Lifestart Account	FNB - Youth Account
<b>Total fees per month</b>	<b>320.76</b>	-	<b>477.64</b>	-	<b>514.03</b>	-	-	<b>514.03</b>	<b>524.09</b>	<b>780.02</b>	<b>788.41</b>	<b>748.96</b>	<b>483.24</b>	<b>467.49</b>	<b>252.95</b>	<b>509.36</b>	<b>285.44</b>	<b>362.71</b>	<b>412.87</b>	<b>406.57</b>
Cash withdrawals	120.18	-	13.74	-	14.88	-	-	14.88	35.49	47.41	47.41	47.41	65.98	65.98	39.60	65.98	39.60	39.60	68.18	68.18
Account payments	-	-	233.11	-	233.11	-	-	233.11	185.29	185.29	185.29	185.29	64.86	64.86	13.84	64.86	13.84	13.84	64.86	64.86
Monthly service fee	-	-	-	-	25.41	-	-	25.41	-	77.23	85.37	46.17	15.75	-	141.26	41.87	198.17	251.02	6.30	-
Debit order payment to other own accounts	17.73	-	9.85	-	19.70	-	-	19.70	-	23.89	23.89	23.89	16.74	16.74	-	16.74	-	-	16.74	16.74
Debit order payments to 3rd party accounts	161.76	-	147.06	-	147.06	-	-	147.06	119.19	220.22	220.22	220.22	198.53	198.53	-	198.53	-	-	198.53	198.53
Stop order payment to other own accounts	21.09	-	4.79	-	4.79	-	-	4.79	29.63	29.63	29.63	29.63	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	40.71	-	40.71	-	-	40.71	62.92	62.92	62.92	62.92	24.43	24.43	24.43	24.43	-	24.43	24.43	24.43
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	77.32	77.32	77.32	77.32	63.12	63.12	-	63.12	-	-	-	-
Debit card replacement fee	-	-	12.09	-	12.09	-	-	12.09	14.25	14.25	14.49	14.25	11.85	11.85	11.85	11.85	11.85	11.85	11.85	11.85
Dishonoured payments	-	-	16.28	-	16.28	-	-	16.28	-	41.87	41.87	41.87	21.98	21.98	21.98	21.98	21.98	21.98	21.98	21.98

Table 10 Cont...

Usage profile	Heavy
Customer segment	Balancers

Account Activity	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NMP - SmartCard Individual	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Silver PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank4All	NBN - Private Banking Bundle Account	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>151.81</b>	<b>30.06</b>	-	<b>232.62</b>	<b>217.49</b>	<b>420.73</b>	<b>465.77</b>	<b>684.62</b>	<b>461.39</b>	<b>739.31</b>	<b>636.83</b>	<b>739.31</b>	<b>624.74</b>	<b>281.25</b>	<b>114.74</b>	<b>114.74</b>
Cash withdrawals	27.51	30.06	-	45.78	24.94	53.28	49.15	120.08	24.94	113.48	61.82	113.48	49.73	102.15	102.15	102.15
Account payments	19.71	-	-	93.54	15.59	64.04	147.58	147.58	15.59	173.07	173.07	173.07	173.07	100.95	12.59	12.59
Monthly service fee	-	-	-	8.43	137.20	-	12.20	-	381.10	50.81	-	50.81	-	-	-	-
Debit order payment to other own accounts	-	-	-	-	-	29.54	24.62	50.22	-	21.66	21.66	21.66	21.66	-	-	-
Debit order payments to 3rd party accounts	36.76	-	-	-	-	110.29	91.91	187.50	-	205.88	205.88	205.88	205.88	66.18	-	-
Stop order payment to other own accounts	-	-	-	-	-	14.38	11.98	24.45	-	23.97	23.97	23.97	23.97	3.83	-	-
Stop order payments to 3rd party accounts	10.18	-	-	-	-	30.53	25.45	51.91	-	50.89	50.89	50.89	50.89	8.14	-	-
Debit card purchases (Point of Sale)	55.23	-	-	78.89	-	78.89	63.12	63.12	-	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	2.42	-	-	5.97	13.71	13.71	13.71	13.71	13.71	12.50	12.50	12.50	12.50	-	-	-
Dishonoured payments	-	-	-	-	26.06	26.06	26.06	26.06	26.06	8.14	8.14	8.14	8.14	-	-	-

**Guidance for interpretation:** Table 10 provides an indication of how much total banking fees on average per month, a banking customer falling within the Balancers segment will likely pay when using the various banks' products with heavy usage. Heavy usage is defined in this report as monthly banking conduct constituting on average, four (4) cash withdrawals valued at N\$1500 each, one (1) cash deposit valued at N\$1500, sixteen (16) debit card point of sale (POS) payments valued at N\$600 each, two (2) inter account transfers valued at N\$10,000 each, one (2) debit order payment to own account valued at N\$2,000 each, seven (7) debit order payment to third party account valued at N\$750 each, one (1) stop order payment to own account valued at N\$1,000 and one (1) stop order payment to third party account valued at N\$2,000.

**7. Additional information related to the account activities presented in this Report**

- ❖ Fixed monthly account fees are categorized as Monthly service fee.
- ❖ Standing order payments are categorized as Debit order payments to other own accounts.
- ❖ Standing order payments are categorized as Debit order payments to 3<sup>rd</sup> party accounts.
- ❖ Standing order payments are categorized as Stop order payments to other own accounts.
- ❖ Standing order payments are categorized as Stop order payments to 3<sup>rd</sup> party accounts.
- ❖ Other ad-hoc payments are categorized as Debit card purchases (Point of Sale).
- ❖ Penalty fees are categorized as Debit card replacement fee.
- ❖ Penalty fees are categorized as Dishonoured payments.

**BANK BIC**

ACCOUNT ACTIVITY	BIC - BASIC ACCOUNT
Account Statement	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page)</b>, the fee is N\$18.00 per account statement, and not per page.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At other banks ATM:</b> Minimum fee charged is N\$5.00 and maximum fee charged is N\$40.00. N\$5.00 is charged for transaction values between N\$20.00-N\$100.00; N\$10 is charged for transaction values between N\$100.00-N\$500.00; N\$20.00 is charged for transaction values between N\$500.00 – N\$1000.00; N\$30.00 is charged for transaction values between N\$1000.00 - N\$2000.00; and N\$40.00 is charged for transaction values between N\$2000.00 – N\$3000.00.</li> </ul>
ACCOUNT ACTIVITY	BIC - SAVINGS ACCOUNT
Account Statement	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page)</b>, the fee is N\$18.00 per account statement, and not per page.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At other banks ATM:</b> Minimum fee charged is N\$5.00 and maximum fee charged is N\$40.00. N\$5.00 is charged for transaction values between N\$20.00-N\$100.00; N\$10 is charged for transaction values between N\$100.00-N\$500.00; N\$20.00 is charged for transaction values between N\$500.00 – N\$1000.00; N\$30.00 is charged for transaction values between N\$1000.00 - N\$2000.00; and N\$40.00 is charged for transaction values between N\$2000.00 – N\$3000.00.</li> </ul>
ACCOUNT ACTIVITY	BIC - CURRENT ACCOUNT
Account Statement	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page)</b>, the fee is N\$18.00 per account statement, and not per page.</li> </ul>



<b>Deposit Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Cash at branch:</b> The fee is 2.00%, transactions below the value of N\$1,300,000.00 are free of charge, and Business Accounts with an annual turnover of more than N\$1.3million (per annum) are charged at 2% of the transaction value.</li> </ul>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At other banks ATM:</b> Minimum fee charged is N\$5.00 and maximum fee charged is N\$40.00. N\$5.00 is charged for transaction values between N\$20.00-N\$100.00; N\$10 is charged for transaction values between N\$100.00-N\$500.00; N\$20.00 is charged for transaction values between N\$500.00 – N\$1000.00; N\$30.00 is charged for transaction values between N\$1000.00 - N\$2000.00; and N\$40.00 is charged for transaction values between N\$2000.00 – N\$3000.00.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>BIC - CALL ACCOUNT</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page),</b> the fee is N\$11.20 per account statement, and not per page.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>BIC – FIXED TERM</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page),</b> the fee is N\$18.00 per account statement, and not per page.</li> </ul>
<b>Penalty Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Dishonored payments:</b> Not available. Other penalties comprise of early release of 1,05%; and handling fee for release of 0,87%.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>BIC – NOTICE DEPOSIT</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed in branch (per page),</b> the fee is N\$18.00 per account statement, and not per page.</li> </ul>
<b>Penalty Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Dishonored payments:</b> Not available. Other penalties comprise of early release of 1,05%; and handling fee for release of 0,87%.</li> </ul>

## FIRST NATIONAL BANK

<b>ACCOUNT ACTIVITY</b>	<b>FNB - BANKWISE REGULAR</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 12.00 per N\$500.00, a minimum fee is N\$ 12.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00, a minimum fee is N\$ 27.50.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>FNB - CARDWISE ZERO</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 12.00 per N\$ 500.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, that is (N\$15.50 + N\$12.00) per N\$500.00.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>FNB - YOUTH ACCOUNT</b>

Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 13.00 per N\$ 500.00. The first N\$ 1000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>
ACCOUNT ACTIVITY	<b>FNB - PLATINUM LIFESTYLE ACCOUNT: ELECTRONIC PRICING OPTION</b>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 13.00 per N\$ 500.00. The first N\$ 5000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>
ACCOUNT ACTIVITY	<b>FNB - STUDENT LIFESTART ACCOUNT</b>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 13.00 per N\$ 500.00. The first N\$ 1000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>
ACCOUNT ACTIVITY	<b>FNB - GOLD LIFESTYLE ACCOUNT: PAY-AS-YOU-USE</b>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 12.00 per N\$ 500.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>
ACCOUNT ACTIVITY	<b>FNB - GOLD LIFESTYLE ACCOUNT: ELECTRONIC PRICING OPTION</b>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 13.00 per N\$ 500.00. The first N\$2000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>
ACCOUNT ACTIVITY	<b>FNB - PRIVATE CLIENTS</b>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 13.00 per N\$ 500.00. The first N\$ 8000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 27.50, which is (N\$ 15.50 + N\$ 12.00) per N\$ 500.00.</li> </ul>

**NEDBANK**

ACCOUNT ACTIVITY	<b>NBN - NEDBANK SILVER SAVINGS ACCOUNT</b>
Account Statement	<ul style="list-style-type: none"> <li>▪ <b>Printed and posted,</b> the charge is N\$25.00 per month printed.</li> <li>▪ <b>Printed in-branch (per page),</b> the charge is N\$25.00 per month printed.</li> </ul>
Fixed Monthly Account Fees	<ul style="list-style-type: none"> <li>▪ <b>Cell phone (mobile) banking facility,</b> the fee is N\$52.00. If client is already registered for internet banking, then this fee is not applicable.</li> </ul>

<b>ACCOUNT ACTIVITY</b>	<b>NBN - NEDBANK4ALL</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed and posted</b>, the charge is N\$25.00 per month printed.</li> <li>▪ <b>Printed in-branch (per page)</b>, the charge is N\$25.00 per month printed.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>NBN - NEDBANK GOLD BUNDLE ACCOUNT</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed and posted</b>, the charge is N\$25.00 per month printed.</li> <li>▪ <b>Printed in-branch (per page)</b>, the charge is N\$25.00 per month printed.</li> </ul>
<b>Fixed Monthly Account Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Cell phone (mobile) banking facility</b>, the fee is nil. If client is already registered for internet banking, then this fee is not applicable.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>NBN - NEDBANK SILVER PAYU ACCOUNT</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed and posted</b>, the charge is N\$25.00 per month printed.</li> <li>▪ <b>Printed in-branch (per page)</b>, the charge is N\$25.00 per month printed.</li> </ul>
<b>Fixed Monthly Account Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Cell phone (mobile) banking facility</b>, the fee is nil. If client is already registered for internet banking, then this fee is not applicable.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>NBN - PRIVATE BANKING BUNDLE ACCOUNT</b>
<b>Account Statement</b>	<ul style="list-style-type: none"> <li>▪ <b>Printed and posted</b>, the charge is N\$25.00 per month printed.</li> <li>▪ <b>Printed in-branch (per page)</b>, the charge is N\$25.00 per month printed.</li> </ul>
<b>Fixed Monthly Account Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Cell phone (mobile) banking facility</b>, the fee is nil. If client is already registered for internet banking, then this fee is not applicable.</li> </ul>

## NAMPOST

<b>ACCOUNT ACTIVITY</b>	<b>NMP - SMARTCARD INDIVIDUAL</b>
<b>Deposit Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Cash at branch</b>, the fee is 0.7% of the value deposited, the maximum fee charged is N\$3000. Cash deposits below N\$1000.00 are free of charge. Cash deposits above N\$1000.00 are charged at N\$1.20 per N\$100.00.</li> </ul>

ACCOUNT ACTIVITY	SBN - ACHIEVER CHEQUE: PAY-AS-YOU-TRANSACTION
Account Statement	<ul style="list-style-type: none"> <li>Printed in-branch (per page), the fee is N\$38.00. The fee is not charged per page, but per month requested.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>At another bank's ATM: The charge is N\$ 30.00 + 2.30% of the transaction value, a minimum fee is N\$ 10.00, and a maximum fee is N\$ 80.00.</li> </ul>
Penalty Fees	<ul style="list-style-type: none"> <li>Declined electronic transaction fee: Not available, transaction fails when there are no sufficient funds.</li> </ul>
ACCOUNT ACTIVITY	SBN - BASIC BLUE ACCOUNT
Account Statement	<ul style="list-style-type: none"> <li>Printed in-branch (per page), the fee is N\$38.00. The fee is not charged per page, but per month requested.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>At another bank's ATM: The charge is (N\$ 30.00 + N\$11.00).</li> </ul>
Account Payments	<ul style="list-style-type: none"> <li>Internet banking: The charge is N\$12.00, which is only charged for "off-us" payments.</li> </ul>
Penalty Fees	<ul style="list-style-type: none"> <li>Declined electronic transaction fee: Not available, transaction fails when there are no sufficient funds.</li> </ul>
ACCOUNT ACTIVITY	SBN - CLASSIC CHEQUE: PAY-AS-YOU-TRANSACTION
Account Statement	<ul style="list-style-type: none"> <li>Printed in-branch (per page), the fee is N\$38.00. The fee is not charged per page, but per month requested.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>At another bank's ATM: The charge is N\$ 30.00 + 2.30% of the transaction value, a minimum fee is N\$ 10.00, and a maximum fee is N\$ 80.00.</li> </ul>
Penalty Fees	<ul style="list-style-type: none"> <li>Declined electronic transaction fee: Not available, transaction fails when there are no sufficient funds.</li> </ul>
ACCOUNT ACTIVITY	SBN - DIGI YOUTH ACCOUNT
Account Statement	<ul style="list-style-type: none"> <li>Printed in-branch (per page), the fee is N\$38.00. The fee is not charged per page, but per month requested.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>At another bank's ATM: The charge is (N\$ 30.00 + N\$5.50).</li> </ul>
Penalty Fees	<ul style="list-style-type: none"> <li>Declined electronic transaction fee: Not available, transaction fails when there are no sufficient funds.</li> </ul>