

## **Banking Fees and Charges Report**

**October 2018**

### **DISCLAIMER**

This report is not intended to provide official financial advice to any particular individual(s). The Bank of Namibia disclaims any responsibility for the manner in which any part of this report may be used.

Every effort has been made to express information supplied by the banks in their pricing guides and returns. However, errors may have occurred in the transcription and/or interpretation of the data.

The Bank of Namibia does not guarantee the accuracy of the data and assumes no responsibility for any consequences that may arise from the data inaccuracy. It is recommended that you contact your bank for their most recent products and pricing list.

## Table of Contents

1. Abbreviations .....	2
2. Introduction.....	3
3. Method of fees comparison and transaction profiles .....	3
4. Comparison of monthly fees for twelve banking activities per customer segment and usage intensity .....	5
5. Comparison of fees for top 3 commonly used services 2016-2018 .....	15

### 1. Abbreviations

Bank BIC	BIC
Bank Windhoek	BWH
Ebank	EB
First National Bank	FNB
Letshego Bank Namibia	LBN
Nampost	NMP
Nedbank Namibia	NBN
Standard Bank Namibia	SBN
SME Bank	SMEB
Trustco Bank Namibia	TBN

## 2. Introduction

This report presents a comparison of banking fees and charges for 7 commercial banks<sup>1</sup> in Namibia and NamPost Savings Bank as at **30 September 2018**. The previous report published by the Bank in December 2017 contains banking fees and charges information as at 30 September 2017.

The Bank of Namibia'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 was effected primarily as a means to address financial inclusion with the understanding that fees and charges for payment services 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, taking into consideration the pricing structure of each banking activity including bundled pricing.

This report focuses on twelve (12) banking activities that appear to be frequently used by the average consumer when conducting banking as shown in the information collected from the 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>2</sup> into eight distinct segments that share common banking behaviors. While it was acknowledged that the proportion of customers falling within each segment may vary from country to country, Ernst and Young contends that the segments' respective characteristics are universal. While 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.

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, analyze and compare fees and charges raised by commercial banks 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 Ernest & Young study, during the 2015 pilot study, the Bank requested commercial banks 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 makes some segments very small. The pilot study indicated that majority of the Namibian banking consumers fall in three segments namely, Safety Seekers, Traditionalist,

---

<sup>1</sup> First National Bank (FNB), Nedbank Namibia (NBN), Standard Bank Namibia (SBN), Bank Windhoek (BWH), Letshego Bank Namibia(LBN), Trustco Bank (TBN) and Bank BIC (BIC)

<sup>2</sup> Amongst the participant countries in which this study was conducted, those from the African continent were Egypt, Kenya, Nigeria and South Africa.

and Balancers. The customer segments are not defined according to income level, but rather by their banking behaviors 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.** Customer usage intensities per month are estimates:

Transaction Activity	Number of transactions for <b>Minimal</b> Usage Intensity	Average Value per Transaction (N\$)	Number of transactions for <b>Moderate</b> Usage Intensity	Average Value per Transaction (N\$)	Number of transactions for <b>Heavy</b> Usage Intensity	Average Value per Transaction (N\$)
Withdrawals	4	200.00	4	500.00	4	1,500.00
Cash deposit	1	600.00	1	800.00	1	1,500.00
Card payments (Debit Card POS)			8	300.00	16	600.00
Transfers (Inter-account)			2	2,650.00	2	10,000.00
Debit or stop orders * <i>see details below</i>			5		11	
<b>Total</b>	<b>5</b>		<b>20</b>		<b>34</b>	
<b>* Details:</b>						
<b><u>Moderate Usage</u></b>		Average Value per Transaction (N\$)				
1 debit order payment to own account		250.00				
3 debit order payment to 3rd party account		350.00				
1 Stop order payment to 3rd party account		350.00				
<b><u>Heavy Usage</u></b>						
2 debit order payment to own account		2,000.00				
7 debit order payment to 3rd party account		750.00				
1 stop order payment to own account		1,000.00				
1 Stop order payment to 3rd party account		2,000.00				

## CUSTOMER SEGMENTS

### **Safety Seekers**

Safety Seekers are younger with limited cash flow and savings. They value keeping personal and financial information safe as well as fee transparency. They 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 other remote channels and to increase their engagement with their service provider if offered new ways to do business.

### **Balancers**

Balancers generally have more modest assets relative to their income, 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.

#### **4. Comparison of monthly fees for twelve banking activities per customer segment and usage intensity**

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

Usage profile:	Minimal
Customer Segment:	Safety Seekers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.46	0.41	0.40	2.36	-	-	-	1.22	0.50	0.52	0.50	0.53	2.35	2.33	2.32	2.27	-	-	-	2.79	5.58	1.09	5.59	-
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	96.40	101.03	101.05	80.02	44.66	35.92	58.20	33.01	84.33	87.41	84.02	71.51	84.25	83.43	87.56	86.72	-	45.26	30.42	28.35	49.58	47.80	46.27	7.29
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	80.44	58.95	35.26	9.91	10.56	-	7.19	84.05	-	43.32	-	11.34	-	11.16	10.07	-	53.39	-	-	-	-	-	119.81
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	1.45	1.47	1.42	1.26	1.45	1.43	1.47	0.64	1.29	1.24	1.24	1.25	1.32	1.25	1.28	1.26	1.48	1.45	-	0.29	-	-	-	1.42
Dishonoured payments	-	16.35	15.79	8.55	11.64	11.07	10.93	-	3.74	4.08	3.86	3.81	4.14	1.80	3.98	1.79	-	11.79	-	-	-	-	-	11.46
<b>Total monthly fee</b>	<b>98.31</b>	<b>199.69</b>	<b>177.62</b>	<b>127.47</b>	<b>67.67</b>	<b>58.97</b>	<b>70.60</b>	<b>42.06</b>	<b>173.91</b>	<b>93.24</b>	<b>132.94</b>	<b>77.09</b>	<b>103.42</b>	<b>88.81</b>	<b>106.30</b>	<b>102.11</b>	<b>1.48</b>	<b>111.89</b>	<b>30.42</b>	<b>31.43</b>	<b>55.16</b>	<b>48.89</b>	<b>51.87</b>	<b>139.97</b>

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

**Guidance to interpret Table 2 above:** The above table gives an indication of how much total banking fees on average per month, a banking customer falling within the Safety Seekers segment and will likely pay when using the various banks' products with Minimal usage. Minimal usage 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. *This interpretation should apply to the rest of this report under various customer segments with a Minimal usage intensity.*

Usage profile:	Moderate
Customer Segment:	Safety Seekers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.91	0.81	0.78	4.60	-	-	-	2.39	1.06	1.00	1.01	1.00	4.53	4.47	4.78	4.66	-	-	-	5.65	11.04	2.33	11.69	-
Account statement	3.35	7.48	7.30	7.61	4.43	4.71	4.48	17.34	7.64	7.39	7.62	7.65	8.10	7.54	7.62	7.91	-	4.49	-	4.98	18.10	18.22	18.37	4.43
Cash withdrawals	93.86	114.75	117.05	81.61	61.90	40.42	76.05	41.29	88.03	87.58	85.91	70.40	90.51	81.58	91.73	95.45	-	63.65	30.10	28.56	67.96	69.12	66.75	10.62
Account payments	56.82	58.10	55.53	11.74	41.89	41.61	40.65	27.71	48.84	28.97	46.59	29.46	11.43	11.99	11.92	11.53	-	41.81	-	6.97	31.44	4.06	4.20	0.80
Inter-account transfers	7.14	7.68	7.73	1.52	0.42	0.44	0.43	13.16	10.23	10.57	10.26	10.33	1.51	1.56	1.53	1.55	-	0.43	-	-	16.60	2.26	2.23	0.43
Monthly service fee	-	80.53	62.12	36.05	9.68	11.09	-	6.83	85.67	-	41.51	-	10.67	-	11.48	10.09	-	55.45	-	-	-	-	-	122.56
Debit order payment to other own accounts	-	10.58	10.54	4.43	23.21	10.78	23.53	12.49	9.85	10.06	10.21	9.89	4.33	4.47	4.37	4.47	-	22.98	-	-	-	-	-	-
Debit order payments to 3rd party accounts	42.81	80.31	79.51	34.52	70.29	33.59	67.46	36.06	81.96	83.66	85.60	85.35	33.78	34.54	34.11	33.14	-	66.47	-	15.27	-	-	-	-
Stop order payments to 3rd party accounts	27.29	26.55	25.56	12.36	22.78	11.28	23.18	12.50	21.68	22.20	21.21	21.51	11.71	11.94	12.00	12.40	-	23.93	-	4.90	-	-	-	-
Debit card purchases (Point of Sale)	41.45	40.40	40.53	40.08	27.70	26.91	26.88	53.45	46.99	48.62	45.99	-	39.12	40.32	38.91	37.89	-	60.03	-	27.54	-	-	-	60.15
Debit card replacement fee	12.52	12.67	12.07	10.68	12.23	11.89	12.30	5.22	10.01	10.38	10.54	10.37	10.69	10.38	10.91	10.87	12.16	12.26	-	2.31	-	-	-	12.03
Dishonoured payments	-	34.24	33.85	17.85	24.94	23.53	23.33	-	8.12	7.92	8.70	7.96	8.54	3.81	8.44	3.74	-	24.47	-	-	-	-	-	23.23
<b>Total monthly fee</b>	<b>286.14</b>	<b>474.10</b>	<b>452.58</b>	<b>263.06</b>	<b>299.48</b>	<b>216.25</b>	<b>298.30</b>	<b>228.43</b>	<b>420.07</b>	<b>318.35</b>	<b>375.15</b>	<b>253.92</b>	<b>234.92</b>	<b>212.59</b>	<b>237.80</b>	<b>233.70</b>	<b>12.16</b>	<b>375.98</b>	<b>30.10</b>	<b>96.18</b>	<b>145.14</b>	<b>95.99</b>	<b>103.23</b>	<b>234.23</b>

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

**Guidance to interpret Table 3 above:** The above table gives 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 Moderate usage. Moderate usage 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. *This interpretation should apply to the rest of this report under various customer segments with a Medium usage intensity.*

Usage profile:	Heavy
Customer Segment:	Safety Seekers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.92	0.79	0.81	4.58	-	-	-	2.39	1.05	1.04	1.04	1.00	4.58	4.60	4.64	4.73	-	-	-	5.76	11.50	2.23	11.27	-
Account statement	3.39	7.29	7.28	7.50	4.55	4.37	4.46	17.59	7.68	7.81	7.61	8.27	7.52	7.85	7.43	7.22	-	4.42	-	4.95	18.44	18.55	18.13	4.62
Cash withdrawals	102.47	182.49	185.19	78.62	121.06	52.15	124.08	69.46	148.76	86.38	154.00	70.58	105.85	82.20	105.05	105.00	-	122.56	30.81	28.55	134.30	132.73	141.33	20.90
Account payments	170.71	171.59	169.56	35.76	121.85	120.66	122.55	83.63	146.35	86.51	147.14	86.46	34.73	35.07	36.13	33.32	-	123.36	-	20.78	94.34	12.24	12.28	2.46
Inter-account transfers	5.49	5.48	5.46	1.11	0.30	0.30	0.31	9.39	7.35	7.31	7.20	7.27	1.11	1.13	1.06	1.10	-	0.29	-	-	11.82	1.61	1.61	0.30
Monthly service fee	-	77.15	62.26	35.20	10.14	11.07	-	6.97	82.02	-	43.20	-	10.87	-	11.31	9.96	-	56.11	-	-	-	-	-	119.57
Debit order payment to other own accounts	-	21.34	21.09	9.25	47.67	22.08	46.74	24.86	20.21	19.19	20.19	20.35	9.36	9.27	9.26	8.78	-	45.96	-	-	-	-	-	-
Debit order payments to 3rd party accounts	100.67	186.24	188.59	77.54	162.31	77.75	167.36	89.04	197.88	193.72	192.37	192.15	81.49	82.27	84.34	80.14	-	166.67	-	34.28	-	-	-	-
Stop order payments to 3rd party accounts	26.14	26.75	27.29	12.38	22.25	10.67	22.52	12.86	22.02	21.57	20.95	21.60	12.49	11.56	11.87	12.28	-	23.47	-	5.08	-	-	-	-
Debit card purchases (Point of Sale)	79.81	78.75	79.34	78.12	53.42	56.23	54.84	109.72	96.90	92.44	95.38	-	79.27	78.02	78.53	82.66	-	118.53	-	56.36	-	-	-	116.98
Debit card replacement fee	2.45	2.38	2.38	2.09	2.45	2.38	2.41	1.08	1.96	2.04	2.07	2.06	2.03	2.07	2.10	2.05	2.30	2.43	-	0.48	-	-	-	2.40
Dishonoured payments	-	34.97	33.52	18.00	23.82	23.65	23.11	-	8.20	8.19	8.21	7.84	8.65	3.76	8.36	3.68	-	24.65	-	-	-	-	-	22.49
<b>Total monthly fee</b>	<b>492.04</b>	<b>795.20</b>	<b>782.77</b>	<b>360.17</b>	<b>569.82</b>	<b>381.30</b>	<b>568.36</b>	<b>426.99</b>	<b>740.38</b>	<b>526.20</b>	<b>699.35</b>	<b>417.58</b>	<b>357.94</b>	<b>317.81</b>	<b>360.09</b>	<b>350.92</b>	<b>2.30</b>	<b>688.46</b>	<b>30.81</b>	<b>156.24</b>	<b>270.40</b>	<b>167.35</b>	<b>184.62</b>	<b>289.73</b>

**Table 4** Total fees per month on average, for a Safety Seeker with a Heavy usage intensity

**Guidance to interpret Table 4 above:** The above table gives 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 Moderate usage. Moderate 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. *This interpretation should apply to the rest of this report under various customer segments with a Heavy usage intensity.*



Usage profile:	Minimal
Customer Segment:	Traditionalists

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.29	0.17	0.17	6.34	-	-	-	1.22	0.21	0.22	0.21	0.22	6.31	6.26	6.23	6.10	-	-	-	1.18	10.54	2.06	10.57	-
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	78.76	84.77	84.78	63.05	44.53	35.95	50.87	33.01	70.48	74.27	70.22	56.90	65.64	65.74	68.22	67.56	-	45.12	30.42	28.20	49.58	47.80	46.27	4.14
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	80.44	58.95	35.26	9.91	10.56	-	7.19	84.05	-	43.32	-	11.34	-	11.16	10.07	-	53.39	-	-	-	-	-	119.81
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	1.45	1.47	1.42	1.26	1.45	1.43	1.47	0.64	1.29	1.24	1.24	1.25	1.32	1.25	1.28	1.26	1.48	1.45	-	0.29	-	-	-	1.42
Dishonoured payments	-	16.35	15.79	8.55	11.64	11.07	10.93	-	3.74	4.08	3.86	3.81	4.14	1.80	3.98	1.79	-	11.79	-	-	-	-	-	11.46
<b>Total monthly fee</b>	<b>80.50</b>	<b>183.19</b>	<b>161.11</b>	<b>114.47</b>	<b>67.53</b>	<b>59.00</b>	<b>63.26</b>	<b>42.06</b>	<b>159.77</b>	<b>79.81</b>	<b>118.85</b>	<b>62.18</b>	<b>88.77</b>	<b>75.04</b>	<b>90.87</b>	<b>86.79</b>	<b>1.48</b>	<b>111.75</b>	<b>30.42</b>	<b>29.68</b>	<b>60.12</b>	<b>49.86</b>	<b>56.84</b>	<b>136.83</b>

**Table 5** Total fees per month on average, for a Traditionalist with a Minimal usage intensity

Usage profile:	Moderate
Customer Segment:	Traditionalists

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LEB - Savings Account	LEB - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.57	0.35	0.33	12.35	-	-	-	2.39	0.45	0.42	0.43	0.43	12.16	12.00	12.83	12.51	-	-	-	2.40	20.85	4.40	22.07	-
Account statement	9.37	14.15	13.80	14.05	13.76	14.63	13.92	17.34	12.96	12.53	12.92	12.97	14.95	13.91	14.06	14.59	-	13.95	-	4.98	16.76	16.87	17.01	13.74
Cash withdrawals	76.68	99.77	101.78	64.30	60.06	38.91	68.03	41.29	75.47	74.42	73.66	56.01	69.44	64.27	70.37	73.23	-	61.75	30.10	28.42	67.96	69.12	66.75	6.03
Account payments	62.98	64.40	61.55	13.05	45.30	45.01	43.97	27.71	51.58	32.03	49.21	32.57	12.71	13.33	13.25	12.82	-	45.23	-	6.50	33.16	4.23	4.37	4.91
Inter-account transfers	7.14	9.21	9.26	2.91	2.56	2.71	2.63	13.16	14.00	14.47	14.04	14.13	2.90	2.99	2.94	2.96	-	2.64	-	-	17.51	3.45	3.42	2.64
Monthly service fee	-	80.53	62.12	36.05	9.68	11.09	-	6.83	85.67	-	41.51	-	10.67	-	11.48	10.09	-	55.45	-	-	-	-	-	122.56
Debit order payment to other own accounts	-	10.58	10.54	4.43	23.21	10.78	23.53	12.49	9.85	10.06	10.21	9.89	4.33	4.47	4.37	4.47	-	22.98	-	-	-	-	-	-
Debit order payments to 3rd party accounts	42.81	80.31	79.51	34.52	70.29	33.59	67.46	36.06	81.96	83.66	85.60	85.35	33.78	34.54	34.11	33.14	-	66.47	-	15.27	-	-	-	-
Stop order payments to 3rd party accounts	27.29	26.55	25.56	12.36	22.78	11.28	23.18	12.50	21.68	22.20	21.21	21.51	11.71	11.94	12.00	12.40	-	23.93	-	4.90	-	-	-	-
Debit card purchases (Point of Sale)	41.45	40.40	40.53	40.08	27.70	26.91	26.88	53.45	46.99	48.62	45.99	-	39.12	40.32	38.91	37.89	-	60.03	-	27.54	-	-	-	60.15
Debit card replacement fee	12.52	12.67	12.07	10.68	12.23	11.89	12.30	5.22	10.01	10.38	10.54	10.37	10.69	10.38	10.91	10.87	12.16	12.26	-	2.31	-	-	-	12.03
Dishonoured payments	-	34.24	33.85	17.85	24.94	23.53	23.33	-	8.12	7.92	8.70	7.96	8.54	3.81	8.44	3.74	-	24.47	-	-	-	-	-	23.23
<b>Total monthly fee</b>	<b>280.80</b>	<b>473.15</b>	<b>450.92</b>	<b>262.64</b>	<b>312.53</b>	<b>230.31</b>	<b>305.24</b>	<b>228.43</b>	<b>418.74</b>	<b>316.71</b>	<b>374.02</b>	<b>251.19</b>	<b>230.99</b>	<b>211.96</b>	<b>233.68</b>	<b>228.71</b>	<b>12.16</b>	<b>389.16</b>	<b>30.10</b>	<b>92.31</b>	<b>156.25</b>	<b>98.09</b>	<b>113.62</b>	<b>245.27</b>

**Table 6** Total fees per month on average, for a Traditionalist with a Moderate usage intensity

Usage profile:	Heavy
Customer Segment:	Traditionalists

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank 4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.58	0.34	0.35	12.30	-	-	-	2.39	0.45	0.44	0.44	0.43	12.28	12.35	12.46	12.69	-	-	-	2.45	21.73	4.22	21.28	-
Account statement	9.47	13.78	13.76	13.83	14.11	13.55	13.84	17.59	13.02	13.24	12.90	14.02	13.87	14.49	13.71	13.32	-	13.73	-	4.95	17.07	17.17	16.79	14.34
Cash withdrawals	87.02	173.86	176.43	61.94	113.48	45.52	115.23	69.46	140.74	73.40	145.69	56.16	77.87	64.76	77.28	77.25	-	114.89	30.81	28.40	134.30	132.73	141.33	11.88
Account payments	189.22	190.20	187.95	39.76	131.79	130.50	132.54	83.63	154.58	95.63	155.42	95.58	38.61	38.99	40.17	37.04	-	133.43	-	19.38	99.52	12.76	12.80	15.11
Inter-account transfers	5.49	6.56	6.54	2.13	1.87	1.85	1.89	9.39	10.06	10.01	9.85	9.95	2.12	2.17	2.03	2.10	-	1.80	-	-	12.46	2.46	2.46	1.86
Monthly service fee	-	77.15	62.26	35.20	10.14	11.07	-	6.97	82.02	-	43.20	-	10.87	-	11.31	9.96	-	56.11	-	-	-	-	-	119.57
Debit order payment to other own accounts	-	21.34	21.09	9.25	47.67	22.08	46.74	24.86	20.21	19.19	20.19	20.35	9.36	9.27	9.26	8.78	-	45.96	-	-	-	-	-	-
Debit order payments to 3rd party accounts	100.67	186.24	188.59	77.54	162.31	77.75	167.36	89.04	197.88	193.72	192.37	192.15	81.49	82.27	84.34	80.14	-	166.67	-	34.28	-	-	-	-
Stop order payments to 3rd party accounts	26.14	26.75	27.29	12.38	22.25	10.67	22.52	12.86	22.02	21.57	20.95	21.60	12.49	11.56	11.87	12.28	-	23.47	-	5.08	-	-	-	-
Debit card purchases (Point of Sale)	79.81	78.75	79.34	78.12	53.42	56.23	54.84	109.72	96.90	92.44	95.38	-	79.27	78.02	78.53	82.66	-	118.53	-	56.36	-	-	-	116.98
Debit card replacement fee	2.45	2.38	2.38	2.09	2.45	2.38	2.41	1.08	1.96	2.04	2.07	2.06	2.03	2.07	2.10	2.05	2.30	2.43	-	0.48	-	-	-	2.40
Dishonoured payments	-	34.97	33.52	18.00	23.82	23.65	23.11	-	8.20	8.19	8.21	7.84	8.65	3.76	8.36	3.68	-	24.65	-	-	-	-	-	22.49
<b>Total monthly fee</b>	<b>500.83</b>	<b>812.31</b>	<b>799.49</b>	<b>362.56</b>	<b>583.32</b>	<b>395.25</b>	<b>580.47</b>	<b>426.99</b>	<b>748.03</b>	<b>529.86</b>	<b>706.67</b>	<b>420.13</b>	<b>348.91</b>	<b>319.72</b>	<b>351.42</b>	<b>341.95</b>	<b>2.30</b>	<b>701.67</b>	<b>30.81</b>	<b>151.37</b>	<b>285.08</b>	<b>169.33</b>	<b>194.67</b>	<b>304.63</b>

**Table 7** Total fees per month on average, for a Traditionalist with a Heavy usage intensity

Usage profile:	Minimal
Customer Segment:	Balancers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.24	0.20	0.20	3.03	-	-	-	1.22	0.25	0.25	0.25	0.26	3.02	2.99	2.98	2.92	-	-	-	1.37	5.04	0.99	5.05	-
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	62.24	69.54	69.54	49.51	44.41	36.06	45.07	33.01	57.51	61.97	57.30	43.22	50.82	51.62	52.81	52.30	-	45.00	30.42	27.99	49.58	47.80	46.27	1.68
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	80.44	58.95	35.26	9.91	10.56	-	7.19	84.05	-	43.32	-	11.34	-	11.16	10.07	-	53.39	-	-	-	-	-	119.81
Debit order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card purchases (Point of Sale)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Debit card replacement fee	1.45	1.47	1.42	1.26	1.45	1.43	1.47	0.64	1.29	1.24	1.24	1.25	1.32	1.25	1.28	1.26	1.48	1.45	-	0.29	-	-	-	1.42
Dishonoured payments	-	16.35	15.79	8.55	11.64	11.07	10.93	-	3.74	4.08	3.86	3.81	4.14	1.80	3.98	1.79	-	11.79	-	-	-	-	-	11.46
<b>Total monthly fee</b>	<b>63.94</b>	<b>167.99</b>	<b>145.90</b>	<b>97.62</b>	<b>67.41</b>	<b>59.11</b>	<b>57.47</b>	<b>42.06</b>	<b>146.84</b>	<b>67.55</b>	<b>105.97</b>	<b>48.54</b>	<b>70.65</b>	<b>57.66</b>	<b>72.21</b>	<b>68.35</b>	<b>1.48</b>	<b>111.63</b>	<b>30.42</b>	<b>29.66</b>	<b>54.62</b>	<b>48.79</b>	<b>51.32</b>	<b>134.36</b>

**Table 8** Total fees per month on average, for a Balancer with a Minimal usage intensity

Usage profile:	Moderate
Customer Segment:	Balancers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.48	0.40	0.38	5.91	-	-	-	2.39	0.52	0.49	0.50	0.49	5.82	5.74	6.14	5.98	-	-	-	2.78	9.97	2.11	10.55	-
Account statement	5.80	11.44	11.16	11.34	9.79	10.41	9.90	17.34	9.20	8.90	9.17	9.21	12.07	11.23	11.35	11.77	-	9.92	-	4.98	15.42	15.52	15.65	9.77
Cash withdrawals	60.60	85.75	87.47	50.49	58.46	37.82	61.55	41.29	63.72	62.10	62.19	42.55	52.68	50.47	53.39	55.56	-	60.10	30.10	28.21	67.96	69.12	66.75	2.44
Account payments	61.84	63.24	60.44	12.41	44.63	44.34	43.31	27.71	51.08	31.46	48.72	31.99	12.08	12.67	12.60	12.19	-	44.55	-	6.52	33.24	4.20	4.34	4.15
Inter-account transfers	7.14	8.93	8.98	2.56	2.17	2.29	2.22	13.16	13.30	13.74	13.33	13.42	2.55	2.63	2.58	2.60	-	2.23	-	-	17.55	3.29	3.26	2.23
Monthly service fee	-	80.53	62.12	36.05	9.68	11.09	-	6.83	85.67	-	41.51	-	10.67	-	11.48	10.09	-	55.45	-	-	-	-	-	122.56
Debit order payment to other own accounts	-	10.58	10.54	4.43	23.21	10.78	23.53	12.49	9.85	10.06	10.21	9.89	4.33	4.47	4.37	4.47	-	22.98	-	-	-	-	-	-
Debit order payments to 3rd party accounts	42.81	80.31	79.51	34.52	70.29	33.59	67.46	36.06	81.96	83.66	85.60	85.35	33.78	34.54	34.11	33.14	-	66.47	-	15.27	-	-	-	-
Stop order payments to 3rd party accounts	27.29	26.55	25.56	12.36	22.78	11.28	23.18	12.50	21.68	22.20	21.21	21.51	11.71	11.94	12.00	12.40	-	23.93	-	4.90	-	-	-	-
Debit card purchases (Point of Sale)	41.45	40.40	40.53	40.08	27.70	26.91	26.88	53.45	46.99	48.62	45.99	-	39.12	40.32	38.91	37.89	-	60.03	-	27.54	-	-	-	60.15
Debit card replacement fee	12.52	12.67	12.07	10.68	12.23	11.89	12.30	5.22	10.01	10.38	10.54	10.37	10.69	10.38	10.91	10.87	12.16	12.26	-	2.31	-	-	-	12.03
Dishonoured payments	-	34.24	33.85	17.85	24.94	23.53	23.33	-	8.12	7.92	8.70	7.96	8.54	3.81	8.44	3.74	-	24.47	-	-	-	-	-	23.23
<b>Total monthly fee</b>	<b>259.92</b>	<b>455.03</b>	<b>432.62</b>	<b>238.67</b>	<b>305.88</b>	<b>223.91</b>	<b>293.68</b>	<b>228.43</b>	<b>402.09</b>	<b>299.53</b>	<b>357.68</b>	<b>232.75</b>	<b>204.02</b>	<b>188.19</b>	<b>206.28</b>	<b>200.70</b>	<b>12.16</b>	<b>382.40</b>	<b>30.10</b>	<b>92.50</b>	<b>144.13</b>	<b>94.25</b>	<b>100.55</b>	<b>236.55</b>

**Table 9** Total fees per month on average, for a Balancer with a Moderate usage intensity

Usage profile:	Heavy
Customer Segment:	Balancers

Account Activity	BWH - EasySave	BWH - Ordinary cheque account	BWH - Transaction Account	FNB - Lifestyle account - Pay as you use	NBN - Diamond Savings Account	NBN - Nedbank Silver Account	NBN - Nedbank4All	NMP - SmartCard Individual	SBN - Achiever Cheque - Pay-as-you-transact	SBN - BasicBlue Account	SBN - Classic Cheque - Pay-as-you-transact	SBN - Digi Youth Account	FNB - Bankwise Zero	FNB - Cardwise Zero	FNB - Bankwise regular	FNB - Cardwise Regular	BIC - Basic Current Account	NBN - Nedbank Gold Account	LBN - Savings Account	LBN - Current Account	TBN - Basic Bank Account	TBN - Youth Account	TBN - Savings Account	NBN - Gold Bundle
Balance Enquiries	0.49	0.39	0.40	5.88	-	-	-	2.39	0.52	0.51	0.51	0.49	5.87	5.91	5.96	6.07	-	-	-	2.84	10.39	2.02	10.18	-
Account statement	5.86	11.13	11.12	11.16	10.04	9.64	9.85	17.59	9.25	9.40	9.16	9.96	11.19	11.69	11.06	10.75	-	9.77	-	4.95	15.71	15.80	15.44	10.20
Cash withdrawals	72.55	165.79	168.22	48.64	106.88	40.41	107.60	69.46	133.22	61.25	137.91	42.66	55.70	50.85	55.28	55.25	-	108.21	30.81	28.19	134.30	132.73	141.33	4.81
Account payments	185.80	186.76	184.55	37.80	129.83	128.55	130.56	83.63	153.06	93.94	153.89	93.89	36.71	37.07	38.19	35.22	-	131.44	-	19.43	99.74	12.66	12.71	12.77
Inter-account transfers	5.49	6.36	6.34	1.87	1.58	1.57	1.60	9.39	9.55	9.50	9.35	9.45	1.86	1.91	1.78	1.84	-	1.52	-	-	12.49	2.35	2.35	1.57
Monthly service fee	-	77.15	62.26	35.20	10.14	11.07	-	6.97	82.02	-	43.20	-	10.87	-	11.31	9.96	-	56.11	-	-	-	-	-	119.57
Debit order payment to other own accounts	-	21.34	21.09	9.25	47.67	22.08	46.74	24.86	20.21	19.19	20.19	20.35	9.36	9.27	9.26	8.78	-	45.96	-	-	-	-	-	-
Debit order payments to 3rd party accounts	100.67	186.24	188.59	77.54	162.31	77.75	167.36	89.04	197.88	193.72	192.37	192.15	81.49	82.27	84.34	80.14	-	166.67	-	34.28	-	-	-	-
Stop order payments to 3rd party accounts	26.14	26.75	27.29	12.38	22.25	10.67	22.52	12.86	22.02	21.57	20.95	21.60	12.49	11.56	11.87	12.28	-	23.47	-	5.08	-	-	-	-
Debit card purchases (Point of Sale)	79.81	78.75	79.34	78.12	53.42	56.23	54.84	109.72	96.90	92.44	95.38	-	79.27	78.02	78.53	82.66	-	118.53	-	56.36	-	-	-	116.98
Debit card replacement fee	2.45	2.38	2.38	2.09	2.45	2.38	2.41	1.08	1.96	2.04	2.07	2.06	2.03	2.07	2.10	2.05	2.30	2.43	-	0.48	-	-	-	2.40
Dishonoured payments	-	34.97	33.52	18.00	23.82	23.65	23.11	-	8.20	8.19	8.21	7.84	8.65	3.76	8.36	3.68	-	24.65	-	-	-	-	-	22.49
<b>Total monthly fee</b>	<b>479.24</b>	<b>798.01</b>	<b>785.10</b>	<b>337.95</b>	<b>570.39</b>	<b>384.00</b>	<b>566.58</b>	<b>426.99</b>	<b>734.79</b>	<b>511.76</b>	<b>693.20</b>	<b>400.45</b>	<b>315.50</b>	<b>294.38</b>	<b>318.05</b>	<b>308.69</b>	<b>2.30</b>	<b>688.76</b>	<b>30.81</b>	<b>151.60</b>	<b>272.62</b>	<b>165.55</b>	<b>182.01</b>	<b>290.80</b>

**Table 10** Total fees per month on average, for a Balancer with a Heavy usage intensity

## 5. Comparison of fees for top 3 commonly used services 2016-2018

Since 2016 to 2018, the Bank conducted a comparison of average fees per banking institution for Heavy Usage for a select number of transactions namely, cash withdrawals, account payments and Debit card purchase (Point of Sale). An average fee was calculated for each year per bank across the number of accounts participating in the survey for each particular year. This gives an indication over the years, how much each bank has been charging on average for these transactions under the accounts that participated in the survey for each year (see table 11-13).

Usage profile:	Heavy
Customer Segment:	Safety Seekers

Year	Account activity	BWH	EB	FNB	NBN	NMP	SMEB	SBN	BIC	LBN	TBN
2016	Cash withdrawals	128.40	33.44	93.63	118.81	6.10	88.72	91.42	-	-	-
	Account payments	145.68	21.71	30.16	124.52	6.10	56.36	83.20	-	-	-
	Debit card purchases (Point of Sale)	55.55	28.84	80.62	67.18	6.10	-	86.30	-	-	-
2017	Cash withdrawals	147.99	-	89.00	113.40	48.90	63.75	63.34	30.64	-	-
	Account payments	158.33	-	76.93	75.13	115.27	66.98	91.49	228.92	-	-
	Debit card purchases (Point of Sale)	62.15	-	93.06	89.14	51.87	72.19	68.93	-	-	-
2018	Cash withdrawals	156.72	-	95.34	88.15	69.46	-	114.93	-	29.68	136.12
	Account payments	170.62	-	35.00	98.18	83.63	-	116.61	-	10.39	39.62
	Debit card purchases (Point of Sale)	79.30	-	79.32	80.00	109.72	-	71.18	-	28.18	-

**Table 11** Total fees per year on average for the period 2016-2018, for a Safety Seeker with a Heavy usage intensity

Usage profile:	Heavy
Customer Segment:	Traditionalists

Year	Account activity	BWH	EB	FNB	NBN	NMP	SMEB	SBN	BIC	LBN	TBN
2016	Cash withdrawals	119.95	29.67	68.10	119.72	6.10	86.77	80.15	-	-	-
	Account payments	161.89	21.71	32.31	200.30	-	78.27	93.17	-	-	-
	Debit card purchases (Point of Sale)	55.55	28.84	80.62	67.18	82.54	-	86.30	-	-	-
2017	Cash withdrawals	137.24	-	66.41	99.32	42.00	63.43	56.27	30.64	-	-
	Account payments	171.23	-	82.80	79.51	120.94	68.89	96.17	228.92	-	-
	Debit card purchases (Point of Sale)	62.15	-	93.06	89.14	51.87	72.19	68.93	-	-	-
2018	Cash withdrawals	145.77	-	71.82	80.20	69.46	-	104.00	-	29.60	136.12
	Account payments	189.12	-	38.91	108.67	83.63	-	125.30	-	9.69	41.69
	Debit card purchases (Point of Sale)	79.30	-	79.32	80.00	109.72	-	71.18	-	28.18	-

**Table 12** Total fees per year on average for the period 2016-2018, for a Traditionalist with a Heavy usage intensity

Usage profile:	Heavy
Customer Segment:	Balancers

Year	Account activity	BWH	EB	FNB	NBN	NMP	SMEB	SBN	BIC	LBN	TBN
2016	Cash withdrawals	112.04	26.56	47.92	120.54	6.10	84.96	69.60	-	-	-
	Account payments	158.90	21.71	30.73	190.16	6.10	59.48	91.33	-	-	-
	Debit card purchases (Point of Sale)	55.55	28.84	80.62	67.18	6.10	-	86.30	-	-	-
2017	Cash withdrawals	127.16	-	47.59	88.08	35.54	63.12	49.65	30.64	-	-
	Account payments	168.85	-	80.98	78.05	119.80	68.50	95.31	228.92	-	-
	Debit card purchases (Point of Sale)	62.15	-	93.06	89.14	51.87	72.19	68.93	-	-	-
2018	Cash withdrawals	135.52	-	53.14	73.58	69.46	-	93.76	-	29.50	136.12
	Account payments	185.70	-	37.00	106.63	83.63	-	123.69	-	9.71	41.70
	Debit card purchases (Point of Sale)	79.30	-	79.32	80.00	109.72	-	71.18	-	28.18	-

**Table 13** Total fees per year on average for the period 2016-2018, for a Balancer with a Heavy usage intensity