

## **Banking Fees and Charges Report**

**October 2019**

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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.

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## 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 for 9 banking institutions in Namibia as at 30 September 2019.

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 the most frequently used by the average consumer when conducting banking, as shown in 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	1,500
Cash deposits		1	600	1	800	1	1,500
Card payments (Debit Card POS)		-	-	8	300	16	600
Account payments		-	-	4	300	12	750
Transfers (Inter-account)		-	-	2	2,500	4	5,000
Debit and stop orders	Debit order payments to own account	-	-	1	250	2	2,000
	Debit order payments to 3rd party account	-	-	3	350	7	750
	Stop order payments to own account	-	-	-	-	1	2,000
	Stop order payments to 3rd party account	-	-	1	350	2	500
<b>Total</b>		<b>5</b>		<b>20</b>		<b>34</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 keeping personal and financial information safe as well as fee 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 more 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></ul>
BIC	<ul style="list-style-type: none"><li>• Basic Current account</li></ul>
BWH	<ul style="list-style-type: none"><li>• EasySave</li><li>• Ordinary Current account</li><li>• Transaction Account</li></ul>
FNB	<ul style="list-style-type: none"><li>• Bankwise Regular</li><li>• Gold Lifestyle account - Electronic Pricing Option<sup>2</sup></li><li>• Platinum Lifestyle account - Electronic Pricing Option<sup>3</sup></li><li>• Student Lifestart Account</li><li>• Youth Account</li><li>• Cardwise Zero</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>• Diamond Savings Account</li><li>• Nedbank Silver Savings Account</li><li>• Nedbank Silver PAYU Account</li><li>• Nedbank4All</li><li>• Nedbank Gold Bundle Account</li><li>• Nedbank Gold PAYU Account</li></ul>
NMP	<ul style="list-style-type: none"><li>• SmartCard</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>

<sup>2</sup> Gold Lifestyle account - Pay as you use, and Electronic Pricing Option should be considered as **Gold Lifestyle account - Electronic Pricing Option**

<sup>3</sup> Platinum Lifestyle account - Pay as you use, and Electronic Pricing Option should be considered as **Platinum Lifestyle account- Electronic Pricing Option**

## 6. Comparison of monthly fees for 10 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 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 a given usage intensity. Refer to Table 1. as a guide for the different 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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>-</b>	<b>236.05</b>	<b>104.80</b>	<b>215.72</b>	<b>130.64</b>	<b>110.75</b>	<b>236.89</b>	<b>292.78</b>	<b>103.88</b>	<b>97.79</b>	<b>31.05</b>	<b>30.06</b>	<b>-</b>	<b>140.29</b>	<b>226.81</b>	<b>190.78</b>	<b>131.00</b>	<b>113.78</b>	<b>109.16</b>	<b>61.02</b>	<b>153.55</b>	<b>114.33</b>	<b>153.55</b>	<b>101.31</b>	<b>47.67</b>	<b>34.05</b>	<b>34.05</b>
Cash withdrawals	120.18	-	102.79	91.61	102.79	95.32	95.32	70.09	70.09	68.18	68.18	28.63	30.06	-	90.19	56.80	91.91	81.42	75.89	71.26	47.40	88.39	94.90	88.39	81.88	47.67	34.05	34.05
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
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	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>47.25</b>	<b>463.87</b>	<b>280.55</b>	<b>444.33</b>	<b>242.21</b>	<b>222.31</b>	<b>243.18</b>	<b>299.08</b>	<b>176.00</b>	<b>169.90</b>	<b>86.54</b>	<b>30.06</b>	<b>-</b>	<b>354.84</b>	<b>227.76</b>	<b>439.27</b>	<b>330.25</b>	<b>224.43</b>	<b>323.72</b>	<b>174.54</b>	<b>371.73</b>	<b>323.39</b>	<b>371.73</b>	<b>310.38</b>	<b>99.93</b>	<b>38.11</b>	<b>38.11</b>
Cash withdrawals	120.18	-	102.79	91.61	102.79	100.78	100.78	75.55	75.55	73.64	73.64	28.63	30.06	-	105.51	56.80	107.22	81.42	75.89	86.57	47.40	97.50	94.90	97.50	81.88	68.10	34.05	34.05
Account payments	-	21.48	56.19	56.19	56.19	18.78	18.78	0.83	0.83	18.78	18.78	7.03	-	-	43.79	0.95	43.79	43.79	17.30	43.79	29.61	49.70	49.70	49.70	49.70	31.83	4.06	4.06
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	4.92	11.27	-	11.27	8.37	8.37	-	-	8.37	8.37	-	-	-	24.13	-	24.13	24.13	11.81	24.13	5.66	9.85	9.85	9.85	9.85	-	-	-
Debit order payments to 3rd party accounts	-	15.76	89.02	48.21	89.81	26.79	26.79	-	-	26.79	26.79	15.76	-	-	77.21	-	77.21	77.21	37.78	77.21	38.79	86.66	86.66	86.66	86.66	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	5.09	29.13	29.13	29.13	12.72	12.72	-	-	12.72	12.72	5.09	-	-	24.94	-	24.94	24.94	12.20	24.94	-	23.41	23.41	23.41	23.41	-	-	-
Debit card purchases (Point of Sale)	-	-	42.21	42.21	42.21	39.45	39.45	-	-	-	-	27.61	-	-	29.19	-	63.12	29.19	31.56	29.19	39.45	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>126.03</b>	<b>804.99</b>	<b>555.99</b>	<b>786.50</b>	<b>406.20</b>	<b>386.31</b>	<b>263.04</b>	<b>318.94</b>	<b>325.78</b>	<b>319.68</b>	<b>154.30</b>	<b>30.06</b>	<b>-</b>	<b>698.14</b>	<b>229.65</b>	<b>816.48</b>	<b>622.51</b>	<b>376.47</b>	<b>667.01</b>	<b>333.06</b>	<b>738.72</b>	<b>633.10</b>	<b>738.72</b>	<b>620.08</b>	<b>231.69</b>	<b>46.22</b>	<b>46.22</b>
Cash withdrawals	120.18	-	102.79	91.61	102.79	118.98	118.98	93.75	93.75	117.07	117.07	28.63	30.06	-	156.54	56.80	158.26	81.42	75.89	137.61	49.87	154.79	94.90	154.79	81.88	136.20	34.05	34.05
Account payments	-	64.44	168.58	168.58	168.58	56.34	56.34	2.50	2.50	56.34	56.34	21.08	-	-	131.36	2.84	131.36	131.36	51.90	131.36	88.83	149.10	149.10	149.10	149.10	95.49	12.17	12.17
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	9.85	22.53	-	22.53	16.74	16.74	-	-	16.74	16.74	-	-	-	48.25	-	48.25	48.25	23.61	48.25	11.32	19.70	19.70	19.70	19.70	-	-	-
Debit order payments to 3rd party accounts	-	36.76	207.72	112.50	209.56	62.50	62.50	-	-	62.50	62.50	36.76	-	-	180.15	-	180.15	180.15	88.16	180.15	90.51	202.21	202.21	202.21	202.21	-	-	-
Stop order payment to other own accounts	-	4.79	27.44	27.44	27.44	11.98	11.98	-	-	11.98	11.98	-	-	-	23.49	-	23.49	23.49	11.49	23.49	-	22.05	22.05	22.05	22.05	-	-	-
Stop order payments to 3rd party accounts	-	10.18	58.26	58.26	58.26	25.45	25.45	-	-	25.45	25.45	10.18	-	-	49.87	-	49.87	49.87	24.41	49.87	-	46.82	46.82	46.82	46.82	-	-	-
Debit card purchases (Point of Sale)	-	-	84.42	84.42	84.42	78.89	78.89	-	-	-	-	55.23	-	-	58.38	-	126.23	58.38	63.12	58.38	78.89	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>-</b>	<b>210.48</b>	<b>77.64</b>	<b>190.16</b>	<b>108.29</b>	<b>88.40</b>	<b>214.98</b>	<b>270.87</b>	<b>80.63</b>	<b>74.53</b>	<b>30.90</b>	<b>30.06</b>	<b>-</b>	<b>127.29</b>	<b>214.46</b>	<b>179.00</b>	<b>118.16</b>	<b>97.05</b>	<b>101.63</b>	<b>59.90</b>	<b>137.07</b>	<b>98.40</b>	<b>137.07</b>	<b>84.27</b>	<b>47.67</b>	<b>34.05</b>	<b>34.05</b>
Cash withdrawals	120.18	-	77.23	64.45	77.23	72.97	72.97	48.18	48.18	44.93	44.93	28.48	30.06	-	77.20	44.45	80.13	68.58	59.16	63.74	46.27	71.91	78.97	71.91	64.84	47.67	34.05	34.05
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
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	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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 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.

## 6.5 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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>58.65</b>	<b>444.86</b>	<b>259.94</b>	<b>425.33</b>	<b>219.73</b>	<b>199.83</b>	<b>223.21</b>	<b>279.10</b>	<b>152.62</b>	<b>146.52</b>	<b>85.91</b>	<b>30.06</b>	<b>-</b>	<b>345.51</b>	<b>220.27</b>	<b>431.14</b>	<b>321.34</b>	<b>210.37</b>	<b>319.85</b>	<b>173.41</b>	<b>363.35</b>	<b>314.79</b>	<b>363.35</b>	<b>300.65</b>	<b>101.68</b>	<b>38.28</b>	<b>38.28</b>
Cash withdrawals	120.18	-	77.23	64.45	77.23	76.08	76.08	51.28	51.28	48.03	48.03	28.48	30.06	-	92.25	44.45	95.17	68.58	59.16	78.78	46.27	81.80	78.97	81.80	64.84	68.10	34.05	34.05
Account payments	-	32.88	62.75	62.75	62.75	21.00	21.00	5.12	5.12	21.00	21.00	6.55	-	-	47.71	5.81	47.71	47.71	19.96	47.71	29.61	57.02	57.02	57.02	57.02	33.58	4.23	4.23
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	4.92	11.27	-	11.27	8.37	8.37	-	-	8.37	8.37	-	-	-	24.13	-	24.13	24.13	11.81	24.13	5.66	9.85	9.85	9.85	9.85	-	-	-
Debit order payments to 3rd party accounts	-	15.76	89.02	48.21	89.81	26.79	26.79	-	-	26.79	26.79	15.76	-	-	77.21	-	77.21	77.21	37.78	77.21	38.79	86.66	86.66	86.66	86.66	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	5.09	29.13	29.13	29.13	12.72	12.72	-	-	12.72	12.72	5.09	-	-	24.94	-	24.94	24.94	12.20	24.94	-	23.41	23.41	23.41	23.41	-	-	-
Debit card purchases (Point of Sale)	-	-	42.21	42.21	42.21	39.45	39.45	-	-	-	-	27.61	-	-	29.19	-	63.12	29.19	31.56	29.19	39.45	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>160.23</b>	<b>799.11</b>	<b>548.52</b>	<b>780.63</b>	<b>380.31</b>	<b>360.42</b>	<b>243.80</b>	<b>299.69</b>	<b>298.55</b>	<b>292.45</b>	<b>152.73</b>	<b>30.06</b>	<b>-</b>	<b>695.77</b>	<b>231.88</b>	<b>815.32</b>	<b>621.44</b>	<b>367.73</b>	<b>670.11</b>	<b>330.87</b>	<b>749.89</b>	<b>639.14</b>	<b>749.89</b>	<b>625.00</b>	<b>236.93</b>	<b>46.74</b>	<b>46.74</b>
Cash withdrawals	120.18	-	77.23	64.45	77.23	86.42	86.42	61.63	61.63	83.17	83.17	28.48	30.06	-	142.40	44.45	145.32	68.58	59.16	128.93	47.68	144.00	78.97	144.00	64.84	136.20	34.05	34.05
Account payments	-	98.65	188.26	188.26	188.26	63.01	63.01	15.37	15.37	63.01	63.01	19.66	-	-	143.14	17.42	143.14	143.14	59.88	143.14	88.83	171.07	171.07	171.07	171.07	100.73	12.68	12.68
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	9.85	22.53	-	22.53	16.74	16.74	-	-	16.74	16.74	-	-	-	48.25	-	48.25	48.25	23.61	48.25	11.32	19.70	19.70	19.70	19.70	-	-	-
Debit order payments to 3rd party accounts	-	36.76	207.72	112.50	209.56	62.50	62.50	-	-	62.50	62.50	36.76	-	-	180.15	-	180.15	180.15	88.16	180.15	90.51	202.21	202.21	202.21	202.21	-	-	-
Stop order payment to other own accounts	-	4.79	27.44	27.44	27.44	11.98	11.98	-	-	11.98	11.98	-	-	-	23.49	-	23.49	23.49	11.49	23.49	-	22.05	22.05	22.05	22.05	-	-	-
Stop order payments to 3rd party accounts	-	10.18	58.26	58.26	58.26	25.45	25.45	-	-	25.45	25.45	10.18	-	-	49.87	-	49.87	49.87	24.41	49.87	-	46.82	46.82	46.82	46.82	-	-	-
Debit card purchases (Point of Sale)	-	-	84.42	84.42	84.42	78.89	78.89	-	-	-	-	55.23	-	-	58.38	-	126.23	58.38	63.12	58.38	78.89	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>-</b>	<b>186.55</b>	<b>56.26</b>	<b>166.22</b>	<b>90.47</b>	<b>70.58</b>	<b>197.77</b>	<b>253.66</b>	<b>62.25</b>	<b>56.15</b>	<b>30.69</b>	<b>30.06</b>	<b>-</b>	<b>117.27</b>	<b>205.13</b>	<b>170.03</b>	<b>108.35</b>	<b>83.84</b>	<b>95.74</b>	<b>58.75</b>	<b>121.63</b>	<b>83.49</b>	<b>121.63</b>	<b>68.31</b>	<b>47.67</b>	<b>34.05</b>	<b>34.05</b>
Cash withdrawals	120.18	-	53.29	43.07	53.29	55.15	55.15	30.97	30.97	26.54	26.54	28.27	30.06	-	67.17	35.12	71.16	58.77	45.94	57.84	45.12	56.47	64.06	56.47	48.88	47.67	34.05	34.05
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
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	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>57.13</b>	<b>419.72</b>	<b>237.35</b>	<b>400.18</b>	<b>199.33</b>	<b>179.43</b>	<b>203.34</b>	<b>259.24</b>	<b>131.65</b>	<b>125.55</b>	<b>85.72</b>	<b>30.06</b>	<b>-</b>	<b>334.32</b>	<b>210.03</b>	<b>421.01</b>	<b>310.73</b>	<b>196.26</b>	<b>312.79</b>	<b>172.26</b>	<b>347.29</b>	<b>298.53</b>	<b>347.29</b>	<b>283.34</b>	<b>101.75</b>	<b>38.25</b>	<b>38.25</b>
Cash withdrawals	120.18	-	53.29	43.07	53.29	56.41	56.41	32.22	32.22	27.80	27.80	28.27	30.06	-	81.85	35.12	85.83	58.77	45.94	72.52	45.12	67.10	64.06	67.10	48.88	68.10	34.05	34.05
Account payments	-	31.36	61.54	61.54	61.54	20.27	20.27	4.32	4.32	20.27	20.27	6.57	-	-	46.92	4.91	46.92	46.92	19.07	46.92	29.61	55.67	55.67	55.67	55.67	33.65	4.20	4.20
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	4.92	11.27	-	11.27	8.37	8.37	-	-	8.37	8.37	-	-	-	24.13	-	24.13	24.13	11.81	24.13	5.66	9.85	9.85	9.85	9.85	-	-	-
Debit order payments to 3rd party accounts	-	15.76	89.02	48.21	89.81	26.79	26.79	-	-	26.79	26.79	15.76	-	-	77.21	-	77.21	77.21	37.78	77.21	38.79	86.66	86.66	86.66	86.66	-	-	-
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	-	5.09	29.13	29.13	29.13	12.72	12.72	-	-	12.72	12.72	5.09	-	-	24.94	-	24.94	24.94	12.20	24.94	-	23.41	23.41	23.41	23.41	-	-	-
Debit card purchases (Point of Sale)	-	-	42.21	42.21	42.21	39.45	39.45	-	-	-	-	27.61	-	-	29.19	-	63.12	29.19	31.56	29.19	39.45	39.45	39.45	39.45	39.45	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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	BIC - Basic Current Account	BWH - Current account	BWH - EasySave	BWH - Transaction Account	FNB - Bankwise regular	FNB - Cardwise Zero	FNB - Gold Lifestyle Account- Pay As You Use and Electronic	FNB - Platinum Lifestyle Account- Pay As You Use and	FNB - Student Lifestart Account	FNB - Youth Account	LBN - Current Account	LBN - Savings Account	LBN - Term Deposit	NBN - Diamond Savings Account	NBN - Nedbank Gold Bundle Account	NBN - Nedbank Gold PAYU Account	NBN - Nedbank Silver Savings Account	NBN - Nedbank Silver PAYU 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	TBN - Basic Bank Account	TBN - Savings Account	TBN - Youth Account
<b>Total fees per month</b>	<b>120.18</b>	<b>155.65</b>	<b>771.54</b>	<b>523.50</b>	<b>753.05</b>	<b>352.29</b>	<b>332.40</b>	<b>216.18</b>	<b>272.07</b>	<b>269.36</b>	<b>263.26</b>	<b>152.57</b>	<b>30.06</b>	<b>-</b>	<b>681.76</b>	<b>219.85</b>	<b>802.37</b>	<b>609.26</b>	<b>351.85</b>	<b>660.23</b>	<b>328.88</b>	<b>735.74</b>	<b>620.17</b>	<b>735.74</b>	<b>604.98</b>	<b>237.15</b>	<b>46.64</b>	<b>46.64</b>
Cash withdrawals	120.18	-	53.29	43.07	53.29	60.59	60.59	36.41	36.41	56.17	56.17	28.27	30.06	-	130.77	35.12	134.75	58.77	45.94	121.43	45.69	133.90	64.06	133.90	48.88	136.20	34.05	34.05
Account payments	-	94.07	184.63	184.63	184.63	60.82	60.82	12.97	12.97	60.82	60.82	19.71	-	-	140.76	14.72	140.76	140.76	57.22	140.76	88.83	167.01	167.01	167.01	167.01	100.95	12.59	12.59
Monthly service fee	-	-	81.30	-	60.98	15.24	-	137.20	193.09	6.10	-	-	-	-	12.20	132.11	60.98	11.69	-	-	8.01	45.73	-	45.73	-	-	-	-
Debit order payment to other own accounts	-	9.85	22.53	-	22.53	16.74	16.74	-	-	16.74	16.74	-	-	-	48.25	-	48.25	48.25	23.61	48.25	11.32	19.70	19.70	19.70	19.70	-	-	-
Debit order payments to 3rd party accounts	-	36.76	207.72	112.50	209.56	62.50	62.50	-	-	62.50	62.50	36.76	-	-	180.15	-	180.15	180.15	88.16	180.15	90.51	202.21	202.21	202.21	202.21	-	-	-
Stop order payment to other own accounts	-	4.79	27.44	27.44	27.44	11.98	11.98	-	-	11.98	11.98	-	-	-	23.49	-	23.49	23.49	11.49	23.49	-	22.05	22.05	22.05	22.05	-	-	-
Stop order payments to 3rd party accounts	-	10.18	58.26	58.26	58.26	25.45	25.45	-	-	25.45	25.45	10.18	-	-	49.87	-	49.87	49.87	24.41	49.87	-	46.82	46.82	46.82	46.82	-	-	-
Debit card purchases (Point of Sale)	-	-	84.42	84.42	84.42	78.89	78.89	-	-	-	-	55.23	-	-	58.38	-	126.23	58.38	63.12	58.38	78.89	78.89	78.89	78.89	78.89	-	-	-
Debit card replacement fee	-	-	13.19	13.19	13.19	11.69	11.69	11.69	11.69	11.69	11.69	2.42	-	-	12.90	12.90	12.90	12.90	12.90	12.90	5.62	11.29	11.29	11.29	11.29	-	-	-
Dishonoured payments	-	-	38.77	-	38.77	8.39	3.74	17.91	17.91	17.91	17.91	-	-	-	25.00	25.00	25.00	25.00	25.00	25.00	-	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 top 10 Account Activities presented in this Report:**

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

**FIRST NATIONAL BANK**

ACCOUNT ACTIVITY	BANKWISE REGULAR
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 11.00 per N\$500.00, a minimum fee is N\$ 11.00, and a maximum fee is N\$ 44.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 26.00 (which is N\$ 15.00 +N\$ 11.00 per N\$ 500.00), a minimum fee is N\$ 26.00, and a maximum fee is N\$ 59.00.</li> <li>▪ <b>At Point of Sale device (with debit card purchase):</b> There is a flat charge of N\$ 5.00.</li> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> This transaction is not possible because the consumer is required to make a purchase.</li> </ul>
Standing order payments	<ul style="list-style-type: none"> <li>▪ <b>Standing order payments to other own accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> <li>▪ <b>Standing order payments to 3rd party accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> </ul>
ACCOUNT ACTIVITY	PLATINUM LIFESTYLE ACCOUNT - PAY AS YOU USE AND ELECTRONIC PRICING OPTION (EPO)
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, a minimum fee is N\$ 12.00 per N\$ 500 outside of bundle. The first N\$ 5000.00 is free.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 26.00, a minimum fee is N\$ 26.00 (which is N\$ 15.00 + N\$ 11.00 per N\$ 500.00).</li> <li>▪ <b>At Point of Sale (without debit card purchase):</b> This transaction is not possible because the consumer is required to make a purchase.</li> </ul>
Other ad-hoc payments	<ul style="list-style-type: none"> <li>▪ <b>Debit card purchases (Point of Sale):</b> This transaction is free for the electronic pricing option (EPO), and a flat fee of N\$ 5.00 is charged for pay-as-you-use.</li> </ul>



<b>Penalty fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Dishonoured payments:</b> The charge is N\$ 220.00 for the first 3 transactions, thereafter N\$ 250.00 is charged per transaction.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>STUDENT LIFESTART ACCOUNT</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> The charge is N\$ 11.00, a minimum fee is N\$ 11.00. The first N\$1000.00 is free, thereafter N\$ 11.00 is charged per N\$ 500.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 26.00, a minimum fee is N\$ 26.00 (which is N\$ 15.00 + N\$ 11.00 per N\$ 500.00)</li> </ul>
<b>Penalty fees</b>	<ul style="list-style-type: none"> <li>▪ <b>Dishonoured payments:</b> The charge is N\$ 220.00 for the first 3 transactions, thereafter N\$ 250.00 is charged per transaction.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>GOLD LIFESTYLE ACCOUNT - PAY AS YOU USE AND ELECTRONIC PRICING OPTION (EPO)</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. The first N\$ 2000.00 is free, thereafter N\$12.00 is charged per N\$ 500.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 26.00, a minimum fee is N\$ 26.00 (which is N\$ 15.00 + N\$ 11.00 per N\$ 500.00).</li> <li>▪ <b>At Point of Sale (with debit card purchase):</b> There is a flat fee of N\$ 5.00.</li> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> This transaction is not possible because the consumer is required to make a purchase.</li> </ul>
<b>Other ad-hoc payments</b>	<ul style="list-style-type: none"> <li>▪ <b>Debit card purchases (Point of Sale):</b> This transaction is free for EPO, and flat fee of N\$ 5.00 is charged for a pay-as-you-use.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>CARDWISE ZERO</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> A flat fee of N\$ 11.00 is charged, a minimum fee is N\$ 11.00.</li> <li>▪ <b>At another bank ATM:</b> The charge is N\$ 26.00, a minimum fee is N\$ 26.00 (which is N\$ 15.00 + N\$ 11.00 per N\$ 500.00).</li> <li>▪ <b>At Point of Sale device (with debit card purchase):</b> There is flat fee of N\$ 5.00.</li> <li>▪ <b>At Point of Sale (without debit card purchase):</b> This transaction is not possible because the consumer is required to make a purchase.</li> </ul>
<b>Standing order payments</b>	<ul style="list-style-type: none"> <li>▪ <b>Standing order payments to other own accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> <li>▪ <b>Standing order payments to 3<sup>rd</sup> party accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>YOUTH ACCOUNT</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> There is a flat charge of N\$ 11.00, a minimum fee is N\$ 11.00. The first N\$ 1000.00 is free, thereafter there is a charge of N\$ 11.00 per N\$ 500.00.</li> <li>▪ <b>At another bank ATM:</b> The fee is N\$ 26.00, a minimum fee N\$ 26.00 (which is N\$ 15.00 + N\$ 11.00 per N\$ 500.00)</li> <li>▪ <b>At Point of Sale (without debit card purchase):</b> This transaction is not possible because the consumer is required to make a purchase.</li> </ul>



Standing order payments	<ul style="list-style-type: none"> <li>▪ <b>Standing order payments to other own accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> <li>▪ <b>Standing order payments to 3rd party accounts:</b> The charge is N\$ 8.50 per internal debit order.</li> </ul>
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## LETSHEGO BANK

ACCOUNT ACTIVITY	SAVINGS ACCOUNT
Cash withdrawal Fees	<p><b>At branch (consultant assisted):</b> The charge is N\$ 10.00, and there is 1 free transaction. No fees and commissions are charged on the Flexible Savings, with an exception of a N\$10 withdrawal fee for the second and subsequent withdrawal in any month. The first withdrawal in a month will always be free of charge.</p>

## NEDBANK BANK

ACCOUNT ACTIVITY	DIAMOND SAVINGS ACCOUNT
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> The charge is 2.25% of the transaction value, a minimum fee is N\$ 65.00 &amp; a maximum fee is N\$ 1 040.00 for in branch swipe transaction.</li> </ul>
ACCOUNT ACTIVITY	NEDBANK4ALL
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> The fee is N\$ 40.00 for in branch swipe transaction.</li> </ul>
Account Payments	<ul style="list-style-type: none"> <li>▪ <b>Internet banking:</b> The fee is N\$ 11.99, and the service is free for Nedbank to Nedbank payments.</li> </ul>
ACCOUNT ACTIVITY	NEDBANK SILVER SAVINGS ACCOUNT
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> The charge is 2.25% of the transaction value, a minimum fee is N\$ 65.00 &amp; a maximum fee is N\$ 1 040.00 for in branch swipe transaction.</li> </ul>
ACCOUNT ACTIVITY	NEDBANK GOLD BUNDLE ACCOUNT
Fixed monthly account	<ul style="list-style-type: none"> <li>▪ <b>Monthly service fee:</b> The fee is N\$ 130.00, and it includes N\$5000.00 funeral cover.</li> </ul>
Cash withdrawal Fees	<ul style="list-style-type: none"> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> The charge is 2.25% of the transaction value, a minimum fee is N\$ 60.00 &amp; maximum fee is N\$ 1 040.00 for in branch swipe transaction.</li> </ul>
ACCOUNT ACTIVITY	NEDBANK GOLD PAYU ACCOUNT

<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> The charge is 2.25% of the transaction value, a minimum fee is N\$ 65.00 &amp; a maximum fee is N\$ 1 040.00 for in branch swipe transaction.</li> </ul>
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## NAMPOST

ACCOUNT ACTIVITY	SMARTCARD INDIVIDUAL
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At another bank ATM:</b> There is a fixed fee of N\$ 14.00.</li> <li>▪ <b>At Point of Sale device (with debit card purchase):</b> The charge is fixed at N\$ 5.00.</li> </ul>
<b>Standing order payments</b>	<ul style="list-style-type: none"> <li>▪ <b>Standing order payments to other own accounts:</b> The charge is fixed at N\$ 5.75.</li> <li>▪ <b>Standing order payments to 3rd party accounts:</b> The charge is fixed at N\$ 12.31.</li> </ul>
<b>Account payments</b>	<ul style="list-style-type: none"> <li>▪ <b>Consultant assisted in branch:</b> The charge is fixed at N\$ 7.36.</li> </ul>
<b>Other ad hoc payment</b>	<ul style="list-style-type: none"> <li>▪ <b>Debit card purchases (Point of Sale):</b> The charge is fixed at N\$ 5.00.</li> </ul>

## STANDARD BANK

ACCOUNT ACTIVITY	ACHIEVER CHEQUE - PAY-AS-YOU-TRANSACTION
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At another bank's ATM:</b> The charge is N\$ 25.00 + 2.20% of the transaction value, a minimum fee is N\$ 7.50 &amp; a maximum fee is N\$ 60.00.</li> <li>▪ <b>At Point of Sale device (with debit card purchase):</b> This service is not available.</li> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> This service not available.</li> </ul>
<b>Account payment</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> This service is not available.</li> <li>▪ <b>Consultant assisted by call centre:</b> This service is not available.</li> </ul>
ACCOUNT ACTIVITY	BASIC BLUE ACCOUNT
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At branch (consultant assisted):</b> The charge is N\$ 25.00 + normal fee (N\$ 10.00)</li> </ul>

<b>Account payment</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> This service is not available.</li> <li>▪ <b>Consultant assisted by call centre:</b> This service is not available.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>CLASSIC CHEQUE - PAY-AS-YOU-TRANSACTION</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At another bank's ATM:</b> The charge is N\$ 25.00 + 2.20% of the transaction value, a minimum fee is N\$ 7.50 &amp; a maximum fee is N\$ 60.00.</li> <li>▪ <b>At Point of Sale device (with debit card purchase):</b> This service is not available.</li> <li>▪ <b>At Point of Sale device (without debit card purchase):</b> This service is not available.</li> </ul>
<b>Account payment</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> This service is not available.</li> <li>▪ <b>Consultant assisted by call centre:</b> This service is not available.</li> </ul>
<b>Other ad-hoc</b>	<ul style="list-style-type: none"> <li>▪ <b>Debit card purchases (Point of Sale):</b> The charge is N\$ 5.00.</li> </ul>
<b>ACCOUNT ACTIVITY</b>	<b>DIGI YOUTH ACCOUNT</b>
<b>Cash withdrawal Fees</b>	<ul style="list-style-type: none"> <li>▪ <b>At another bank's ATM:</b> The charge is N\$ 25.00 + 2.20% of the transaction value, a minimum fee is N\$ 7.50 &amp; a maximum fee is N\$ 60.00.</li> </ul>
<b>Account payments</b>	<ul style="list-style-type: none"> <li>▪ <b>At own ATM:</b> This service is not available.</li> <li>▪ <b>Consultant assisted by call centre:</b> This service is not available.</li> </ul>