



Banking Fees and Charges Report

October 2017

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1. Introduction

This report presents a comparison of banking fees and charges for 6 commercial banks¹ in Namibia and Nampost Savings Bank as at **30 September 2017**. The previous report published by the Bank in July 2017 contains banking fees and charges information as at 30 June 2016.

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 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 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.

2. 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 countries² 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. 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, 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.

¹ First National Bank (FNB), Nedbank Namibia (NBN), Standard Bank Namibia (SBN), Bank Windhoek (BWH), SME Bank (SME), Bank BIC (BIC)

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

Using the customer segments groupings from the Ernest & Young study, during the 2015 pilot study, the Bank asked 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, 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.

Transaction Activity	Number of transactions for Minimal Usage Intensity	Average Value per Transaction (N\$)	Number of transactions for Moderate Usage Intensity	Average Value per Transaction (N\$)	Number of transactions for Heavy 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 * see details below			5		11	
Total	5		20		34	
* Details:						
<u>Moderate Usage</u>	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					
<u>Heavy Usage</u>						
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					

Table 1. Customer usage intensities per month are estimates

CUSTOMER SEGMENTS

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. 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 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.

3. 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 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. 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 - Nedbank 4All	NMP - SmartCard Individual	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	84.86	91.14	96.11	81.66	82.94	80.02	42.48	32.52	61.24	33.69	-	21.43	-	31.70	45.76	43.51	24.45	79.86	78.58	30.06	43.04
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	7.27	81.90	63.60	10.53	6.09	27.39	9.38	9.85	-	6.63	-	-	-	77.71	-	10.04	-	10.56	-	-	51.21
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	1.31	1.29	1.32	1.17	1.18	1.19	1.30	1.38	1.33	0.63	0.79	0.82	0.80	1.10	1.11	1.09	1.11	1.22	1.23	1.08	1.32
Dishonoured payments	-	-	9.31	3.99	1.79	8.40	14.74	14.26	14.39	-	7.23	7.36	7.57	11.74	11.65	12.13	11.80	4.00	1.78	-	14.49
Total fees per month	93.44	174.32	170.34	97.35	92.01	116.99	67.90	58.01	76.95	40.94	8.03	29.60	8.37	122.26	58.52	66.77	37.36	95.64	81.59	31.14	110.06

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	3.48	6.86	6.97	6.10	6.02	6.20	4.38	4.12	4.39	3.61	3.77	3.67	3.81	7.56	7.59	7.65	7.82	6.32	6.16	-	4.36
Cash withdrawals	85.43	105.62	107.40	83.98	84.28	86.22	60.26	35.86	73.15	40.16	-	20.04	-	57.43	52.61	54.01	33.53	85.60	84.32	29.49	61.55
Account payments	53.16	52.34	54.93	11.74	11.55	11.63	38.35	39.30	38.49	27.03	-	14.22	14.58	46.44	47.60	45.23	46.76	11.63	11.52	72.89	40.00
Inter-account transfers	5.53	5.41	5.57	1.47	1.48	1.48	3.07	2.98	3.17	13.04	7.73	7.39	7.53	9.31	9.19	9.06	9.23	1.51	1.47	-	3.02
Monthly service fee	7.32	83.12	62.80	10.39	6.09	28.23	9.22	10.25	-	7.01	-	-	-	73.77	-	9.58	-	10.86	-	-	50.72
Debit order payment to other own accounts	9.84	9.99	9.86	8.36	8.74	8.54	21.78	21.89	22.93	12.58	5.22	5.08	5.03	8.82	8.59	8.38	8.48	8.41	8.34	-	22.81
Debit order payments to 3rd party accounts	38.80	73.29	72.24	29.83	30.37	65.41	65.51	66.52	67.06	36.97	26.47	39.96	41.19	79.01	79.34	72.82	71.53	31.34	30.81	-	66.17
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	25.00	24.29	24.54	10.00	10.13	22.08	21.80	22.99	22.27	12.36	8.50	29.35	15.82	20.26	20.00	19.37	20.16	9.94	9.99	-	22.12
Debit card purchases (Point of Sale)	30.89	32.10	32.65	47.71	46.02	46.68	26.18	26.25	25.06	56.49	24.35	23.35	23.15	44.36	43.93	43.69	42.84	47.17	47.74	-	54.13
Debit card replacement fee	10.65	11.51	10.49	9.69	9.60	9.81	11.27	11.19	10.99	5.15	6.87	6.90	6.97	9.01	9.17	9.17	9.28	10.17	9.79	9.59	11.07
Dishonoured payments	-	-	19.94	8.70	3.89	18.09	29.99	31.00	30.27	-	15.93	14.88	15.90	25.06	24.63	25.12	24.03	8.72	3.77	-	30.97
Total fees per month	270.11	404.53	407.39	227.97	218.18	304.38	291.83	272.34	297.79	214.40	98.83	164.82	133.98	381.04	302.66	304.07	273.65	231.65	213.90	111.97	366.92

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	3.48	6.66	7.09	6.22	5.92	6.06	4.21	4.12	4.14	3.51	3.77	3.69	3.73	7.71	7.66	7.25	7.43	6.06	6.26	-	4.33
Cash withdrawals	99.67	167.74	176.57	99.87	98.50	99.93	129.07	48.90	123.50	67.76	-	20.38	-	150.90	82.07	84.61	62.25	102.78	95.51	30.64	126.11
Account payments	159.51	161.13	154.35	33.99	35.78	35.09	116.62	115.27	116.51	84.42	-	44.01	42.28	140.85	138.84	138.96	143.04	34.35	34.29	228.92	113.05
Inter-account transfers	3.87	3.83	3.97	1.06	1.07	1.08	2.20	2.16	2.19	9.54	5.30	5.36	5.42	6.61	6.58	6.67	6.85	1.10	1.07	-	2.20
Monthly service fee	7.33	82.44	63.08	10.46	6.12	28.72	9.44	10.55	-	6.96	-	-	-	77.74	-	9.67	-	10.42	-	-	51.17
Debit order payment to other own accounts	20.42	20.04	19.61	17.13	16.68	16.87	44.67	43.54	43.58	25.34	10.02	10.14	10.39	16.60	17.32	17.33	17.47	16.05	16.79	-	44.84
Debit order payments to 3rd party accounts	88.63	171.04	170.64	71.51	70.24	148.97	156.36	152.33	158.82	86.27	60.60	90.79	91.38	173.07	182.17	170.92	177.55	73.15	73.10	-	155.73
Stop order payment to other own accounts	25.19	24.43	24.55	8.80	8.45	8.44	22.47	22.70	21.70	12.74	8.19	8.36	7.43	20.23	19.81	20.02	19.59	8.27	8.96	-	22.00
Stop order payments to 3rd party accounts	23.93	24.69	24.28	10.00	9.68	22.49	21.44	20.57	22.36	12.26	8.53	28.41	15.64	20.21	20.00	19.94	20.86	9.69	10.19	-	22.73
Debit card purchases (Point of Sale)	62.30	62.28	61.86	95.35	94.69	98.26	51.77	51.87	53.70	113.46	49.41	48.87	48.66	87.96	90.22	87.51	86.15	100.77	95.54	-	111.83
Debit card replacement fee	2.17	2.31	2.26	2.03	1.95	2.07	2.19	2.24	2.22	1.07	1.35	1.30	1.43	1.82	1.87	1.88	1.84	2.04	2.07	1.82	2.23
Dishonoured payments	-	-	19.46	8.47	3.64	17.35	30.44	29.77	31.57	-	15.45	15.67	15.29	25.14	25.27	23.95	23.79	8.22	3.67	-	29.25
Total fees per month	496.51	726.61	727.71	364.91	352.72	485.33	590.90	504.03	580.29	423.32	162.62	276.97	241.64	728.86	591.80	588.71	566.81	372.89	347.46	261.38	685.48

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	69.10	76.30	80.46	61.92	62.90	60.68	42.46	31.61	54.42	33.69	-	13.46	-	31.70	46.83	44.53	23.75	60.56	59.59	30.06	43.02
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	7.27	81.90	63.60	10.53	6.09	27.39	9.38	9.85	-	6.63	-	-	-	77.71	-	10.04	-	10.56	-	-	51.21
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	1.31	1.29	1.32	1.17	1.18	1.19	1.30	1.38	1.33	0.63	0.79	0.82	0.80	1.10	1.11	1.09	1.11	1.22	1.23	1.08	1.32
Dishonoured payments	-	-	9.31	3.99	1.79	8.40	14.74	14.26	14.39	-	7.23	7.36	7.57	11.74	11.65	12.13	11.80	4.00	1.78	-	14.49
Total fees per month	77.68	159.48	154.69	77.62	71.96	97.65	67.88	57.10	70.14	40.94	8.03	21.63	8.37	122.26	59.59	67.79	36.66	76.34	62.60	31.14	110.04

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	10.80	12.83	13.04	8.92	8.82	9.08	13.61	12.78	13.64	6.02	5.63	5.48	5.68	15.19	15.24	15.36	15.70	9.25	9.01	-	13.52
Cash withdrawals	69.56	91.53	93.07	62.75	62.97	64.42	60.21	33.61	67.93	40.16	-	12.59	-	55.55	50.31	51.65	29.46	63.95	63.00	29.49	61.50
Account payments	55.35	57.67	60.52	12.77	12.56	12.64	40.23	41.24	40.39	27.03	-	14.02	14.37	49.76	51.00	48.45	50.09	12.75	12.52	72.89	41.97
Inter-account transfers	6.98	6.81	7.02	2.70	2.71	2.72	4.60	4.46	4.75	13.04	7.63	7.30	7.44	11.30	11.16	11.00	11.20	2.76	2.69	-	4.51
Monthly service fee	7.32	83.12	62.80	10.39	6.09	28.23	9.22	10.25	-	7.01	-	-	-	73.77	-	9.58	-	10.86	-	-	50.72
Debit order payment to other own accounts	9.84	9.99	9.86	8.36	8.74	8.54	21.78	21.89	22.93	12.58	5.22	5.08	5.03	8.82	8.59	8.38	8.48	8.41	8.34	-	22.81
Debit order payments to 3rd party accounts	38.80	73.29	72.24	29.83	30.37	65.41	65.51	66.52	67.06	36.97	26.47	39.96	41.19	79.01	79.34	72.82	71.53	31.34	30.81	-	66.17
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	25.00	24.29	24.54	10.00	10.13	22.08	21.80	22.99	22.27	12.36	8.50	29.35	15.82	20.26	20.00	19.37	20.16	9.94	9.99	-	22.12
Debit card purchases (Point of Sale)	30.89	32.10	32.65	47.71	46.02	46.68	26.18	26.25	25.06	56.49	24.35	23.35	23.15	44.36	43.93	43.69	42.84	47.17	47.74	-	54.13
Debit card replacement fee	10.65	11.51	10.49	9.69	9.60	9.81	11.27	11.19	10.99	5.15	6.87	6.90	6.97	9.01	9.17	9.17	9.28	10.17	9.79	9.59	11.07
Dishonoured payments	-	-	19.94	8.70	3.89	18.09	29.99	31.00	30.27	-	15.93	14.88	15.90	25.06	24.63	25.12	24.03	8.72	3.77	-	30.97
Total fees per month	265.20	403.15	406.19	211.82	201.90	287.70	304.41	282.15	305.29	216.81	100.59	158.89	135.55	392.08	313.37	314.59	282.76	215.31	197.66	111.97	379.49

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 - Nedbank4All	NMP - SmartCard Individual	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	10.81	12.47	13.28	9.10	8.66	8.86	13.08	12.79	12.84	5.85	5.62	5.51	5.57	15.48	15.38	14.56	14.92	8.87	9.16	-	13.45
Cash withdrawals	84.40	159.46	167.85	71.69	70.70	71.73	128.89	42.00	122.51	67.76	-	12.80	-	143.52	68.75	70.88	47.15	73.78	68.56	30.64	125.94
Account payments	166.09	177.54	170.07	36.97	38.91	38.16	122.36	120.94	122.24	84.42	-	43.38	41.68	150.90	148.74	148.87	153.24	37.65	37.29	228.92	118.61
Inter-account transfers	4.88	4.83	5.00	1.95	1.96	1.97	3.30	3.24	3.27	9.54	5.23	5.29	5.35	8.03	7.98	8.09	8.31	2.01	1.97	-	3.29
Monthly service fee	7.33	82.44	63.08	10.46	6.12	28.72	9.44	10.55	-	6.96	-	-	-	77.74	-	9.67	-	10.42	-	-	51.17
Debit order payment to other own accounts	20.42	20.04	19.61	17.13	16.68	16.87	44.67	43.54	43.58	25.34	10.02	10.14	10.39	16.60	17.32	17.33	17.47	16.05	16.79	-	44.84
Debit order payments to 3rd party accounts	88.63	171.04	170.64	71.51	70.24	148.97	156.36	152.33	158.82	86.27	60.60	90.79	91.38	173.07	182.17	170.92	177.55	73.15	73.10	-	155.73
Stop order payment to other own accounts	25.19	24.43	24.55	8.80	8.45	8.44	22.47	22.70	21.70	12.74	8.19	8.36	7.43	20.23	19.81	20.02	19.59	8.27	8.96	-	22.00
Stop order payments to 3rd party accounts	23.93	24.69	24.28	10.00	9.68	22.49	21.44	20.57	22.36	12.26	8.53	28.41	15.64	20.21	20.00	19.94	20.86	9.69	10.19	-	22.73
Debit card purchases (Point of Sale)	62.30	62.28	61.86	95.35	94.69	98.26	51.77	51.87	53.70	113.46	49.41	48.87	48.66	87.96	90.22	87.51	86.15	100.77	95.54	-	111.83
Debit card replacement fee	2.17	2.31	2.26	2.03	1.95	2.07	2.19	2.24	2.22	1.07	1.35	1.30	1.43	1.82	1.87	1.88	1.84	2.04	2.07	1.82	2.23
Dishonoured payments	-	-	19.46	8.47	3.64	17.35	30.44	29.77	31.57	-	15.45	15.67	15.29	25.14	25.27	23.95	23.79	8.22	3.67	-	29.25
Total fees per month	496.16	741.54	741.93	343.47	331.70	463.91	606.42	512.55	594.83	425.66	164.41	270.52	242.82	740.71	597.51	593.62	570.87	350.91	327.31	261.38	701.08

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash withdrawals	54.34	62.41	65.81	46.05	46.78	45.13	42.44	30.76	48.04	33.69	-	6.00	-	31.70	47.84	45.49	23.09	45.04	44.32	30.06	43.00
Account payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Inter-account transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly service fee	7.27	81.90	63.60	10.53	6.09	27.39	9.38	9.85	-	6.63	-	-	-	77.71	-	10.04	-	10.56	-	-	51.21
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	1.31	1.29	1.32	1.17	1.18	1.19	1.30	1.38	1.33	0.63	0.79	0.82	0.80	1.10	1.11	1.09	1.11	1.22	1.23	1.08	1.32
Dishonoured payments	-	-	9.31	3.99	1.79	8.40	14.74	14.26	14.39	-	7.23	7.36	7.57	11.74	11.65	12.13	11.80	4.00	1.78	-	14.49
Total fees per month	62.92	145.59	140.04	61.75	55.84	82.10	67.86	56.24	63.75	40.94	8.03	14.17	8.37	122.26	60.60	68.75	36.00	60.82	47.33	31.14	110.02

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	7.69	10.39	10.56	6.67	6.59	6.78	9.68	9.09	9.70	8.43	4.18	4.07	4.22	12.10	12.14	12.23	12.50	6.91	6.73	-	9.62
Cash withdrawals	54.71	78.34	79.66	45.71	45.88	46.93	60.16	31.49	63.05	40.16	-	5.61	-	53.79	48.16	49.44	25.64	46.59	45.90	29.49	61.45
Account payments	54.95	56.69	59.49	12.18	11.97	12.06	39.85	40.84	40.00	27.03	-	14.06	14.41	49.14	50.37	47.85	49.47	12.09	11.94	72.89	41.57
Inter-account transfers	6.71	6.56	6.76	2.38	2.39	2.40	4.35	4.22	4.49	13.04	7.64	7.30	7.45	10.93	10.79	10.64	10.83	2.43	2.37	-	4.27
Monthly service fee	7.32	83.12	62.80	10.39	6.09	28.23	9.22	10.25	-	7.01	-	-	-	73.77	-	9.58	-	10.86	-	-	50.72
Debit order payment to other own accounts	9.84	9.99	9.86	8.36	8.74	8.54	21.78	21.89	22.93	12.58	5.22	5.08	5.03	8.82	8.59	8.38	8.48	8.41	8.34	-	22.81
Debit order payments to 3rd party accounts	38.80	73.29	72.24	29.83	30.37	65.41	65.51	66.52	67.06	36.97	26.47	39.96	41.19	79.01	79.34	72.82	71.53	31.34	30.81	-	66.17
Stop order payment to other own accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stop order payments to 3rd party accounts	25.00	24.29	24.54	10.00	10.13	22.08	21.80	22.99	22.27	12.36	8.50	29.35	15.82	20.26	20.00	19.37	20.16	9.94	9.99	-	22.12
Debit card purchases (Point of Sale)	30.89	32.10	32.65	47.71	46.02	46.68	26.18	26.25	25.06	56.49	24.35	23.35	23.15	44.36	43.93	43.69	42.84	47.17	47.74	-	54.13
Debit card replacement fee	10.65	11.51	10.49	9.69	9.60	9.81	11.27	11.19	10.99	5.15	6.87	6.90	6.97	9.01	9.17	9.17	9.28	10.17	9.79	9.59	11.07
Dishonoured payments	-	-	19.94	8.70	3.89	18.09	29.99	31.00	30.27	-	15.93	14.88	15.90	25.06	24.63	25.12	24.03	8.72	3.77	-	30.97
Total fees per month	246.55	386.29	389.00	191.62	181.67	267.01	299.81	275.72	295.83	219.22	99.14	150.54	134.13	386.25	307.13	308.30	274.77	194.62	177.38	111.97	374.90

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	SME - Executive Banking Gold Account	SME - Savings Account	SME - Silver Professional Cheque Account	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
Account statement	7.69	10.10	10.75	6.80	6.47	6.62	9.31	9.10	9.13	8.19	4.17	4.09	4.13	12.33	12.25	11.60	11.89	6.63	6.85	-	9.57
Cash withdrawals	70.10	151.71	159.69	49.22	48.54	49.25	128.73	35.54	121.60	67.76	-	5.70	-	136.61	56.28	58.03	33.02	50.65	47.07	30.64	125.79
Account payments	164.87	174.51	167.16	35.25	37.11	36.39	121.20	119.80	121.09	84.42	-	43.49	41.79	149.04	146.91	147.04	151.36	35.70	35.56	228.92	117.49
Inter-account transfers	4.69	4.65	4.81	1.72	1.73	1.74	3.12	3.06	3.10	9.54	5.24	5.30	5.36	7.76	7.72	7.83	8.04	1.77	1.73	-	3.11
Monthly service fee	7.33	82.44	63.08	10.46	6.12	28.72	9.44	10.55	-	6.96	-	-	-	77.74	-	9.67	-	10.42	-	-	51.17
Debit order payment to other own accounts	20.42	20.04	19.61	17.13	16.68	16.87	44.67	43.54	43.58	25.34	10.02	10.14	10.39	16.60	17.32	17.33	17.47	16.05	16.79	-	44.84
Debit order payments to 3rd party accounts	88.63	171.04	170.64	71.51	70.24	148.97	156.36	152.33	158.82	86.27	60.60	90.79	91.38	173.07	182.17	170.92	177.55	73.15	73.10	-	155.73
Stop order payment to other own accounts	25.19	24.43	24.55	8.80	8.45	8.44	22.47	22.70	21.70	12.74	8.19	8.36	7.43	20.23	19.81	20.02	19.59	8.27	8.96	-	22.00
Stop order payments to 3rd party accounts	23.93	24.69	24.28	10.00	9.68	22.49	21.44	20.57	22.36	12.26	8.53	28.41	15.64	20.21	20.00	19.94	20.86	9.69	10.19	-	22.73
Debit card purchases (Point of Sale)	62.30	62.28	61.86	95.35	94.69	98.26	51.77	51.87	53.70	113.46	49.41	48.87	48.66	87.96	90.22	87.51	86.15	100.77	95.54	-	111.83
Debit card replacement fee	2.17	2.31	2.26	2.03	1.95	2.07	2.19	2.24	2.22	1.07	1.35	1.30	1.43	1.82	1.87	1.88	1.84	2.04	2.07	1.82	2.23
Dishonoured payments	-	-	19.46	8.47	3.64	17.35	30.44	29.77	31.57	-	15.45	15.67	15.29	25.14	25.27	23.95	23.79	8.22	3.67	-	29.25
Total fees per month	477.34	728.21	728.15	316.75	305.30	437.18	601.15	501.08	588.88	428.00	162.96	262.12	241.49	728.53	579.82	575.71	551.54	323.35	301.54	261.38	695.74

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