

# PRODUCTS AND SERVICES TARIFF EFFECTIVE DECEMBER 2021

DESCRIPTION	RATES & PRICING
ACCOUNT MANAGEMENT ITEMS	TRANSACTION RATES
Account opening fee	FREE
Minimum operating balance	FREE
Ledger Fee Personal Account (Retail)	
Current Account:	
FRW	1,750
USD	2
EURO	2
GBP	1.5
Malaika Current account	
LCY	1,750
USD	2
EURO	2
GBP	1.5
Young Professionals Current account	FREE
Student (Future Pro) Current account	FREE
Ledger Fee Corporate/ Business Banking	
Ledger Fee Business Banking - SME's	a. Micro: (FRW/USD/EURO/GBP): FREE b. Small (FRW/USD/EURO/GBP): FREE c. Medium FRW: 3,500 USD: 3.5 EURO: 3 GBP: 2
Ledger Fee Corporate Banking	FRW: 5,000 USD: 5 EURO: 3 GBP: 2
Ledger Fee Dormant Account	FREE
Dormant Account Reactivation Fee	FREE
Account Closure Charge	RWF 10,000
Bank Statement Printed Copy	RWF 1,500
Bank Statement Email call center	RWF 500
Account Balance Certificate	RWF 15,000
Audit Certification (RWF)	RWF 50,000
Loan Clearance Certificate	RWF 25,000
Certificate of Good Standing	RWF 25,000
Certificate of Undebtedness	RWF 60,000
All other certificates/ demand for banking opinion	RWF 25,000
T-Bills/Bonds Submission Corporate/ Business (RWF)	RWF 60,000
T-Bills/Bonds Submission Retail	RWF 6,000
MT940 Statement	RWF 50,000
PAYMENT ORDER	RATE
24 Leaf	RWF 5,000
48 Leaf	RWF 10,000
CHEQUE	
RETAIL	
24 Leaf	RWF 4,000
48 Leaf	RWF 7,500
24 Leaf - Express	FRW 8,000
48 Leaf - Express	FRW 15,000
CORPORATE	RATE
24 Leaf	RWF 5,000
48 Leaf	RWF 10,000
96 Leaf	RWF 15,000
Bankers Cheque	RWF 10,000
Cancellation of Bankers cheque	RWF 10,000

Other General Fees	
Same Day Value Cheque in Collection	1% Min RWF 12,000
Same Day Value Foreign Cheques	3%
Foreign Cheques Clearing	2.5%
Receipt Book	RWF 3,840
Bank Receipt	RWF 5,000
Unpaid Cheques	
Cheque Discrepancy	RWF 10,000
Over the Counter & Clearing Due to Lack of Funds	RWF 12,000
STOP PAYMENT	
Per Leaf	RWF 5,000
Per Series	RWF 10,000
DEPOSIT / WITHDRWALS	RATE
Withdrawals Against FCY	0,5%
Withdrawals Against Cash Deposits	FREE
USD & Equivalent in Other FCY Cash Deposit - Below USD 25,000 daily	FREE
USD & Equivalent in Other FCY Cash Deposit - Above USD 25,000 daily	2%
USD Cash deposit - Denominations USD 50 & below	10%
USD Cash Deposit - Series 2006 & Below	10%
Old / Torn Notes Charge	5%
Retail / Micro / Small Enterprises Over the Counter Cash Withdrawal for amount less or equal to RWF 200,000	RWF 590
Over the Counter Cash Withdrawal Fee per transaction for Retail / Micro / Small Enterprises over RWF 200,000	RWF 200
CARDS	RATE
VISA - Debit Classic	
New Card Issuance / Renewal /Replacement	RWF 5,000
Annual Card Anniversary Fee	RWF 5,000
Debit Card Stop Fee	RWF 1,000
VISA - Debit Gold	
New Card Issuance / Renewal /Replacement (RWF)	RWF 15,000
Annual Card Anniversary Fee	RWF 7,500
Debit Card Stop Fee	RWF 1,000
VISA - Prepaid	RWF 5,000
New Card Issuance / Renewal /Replacement (RWF)	RWF 5,000
Annual Card Anniversary Fee	-
Card Re-Loading Fees - Over the counter	RWF 1,000
Card Re-Loading Fees - Omni Channel	FREE
VISA - Gold Credit	
New Card Issuance / Renewal /Replacement	RWF 30,000
Annual Card Anniversary Fee	RWF 30,000
Late penalty fee for Credit cards	1% per month
Credit Card Interest Fee	Base Rate +/-
MasterCard MultiCurrency Prepaid	
Joining Fee	RWF 35,000
Supplementary Card	RWF 35,000
Annual Fee	RWF 25,000
Renewal Fee/Card Replacement	RWF 25,000
On Us ATM Cash Withdrawal	RWF 590

Local Banks ATM Cash-Withdrawal	RWF 590
International ATM Withdrawal	RWF 10,000
Intra Wallet Transfer Fee	FREE
Intra Bank Funds Transfer Fee	FREE
Cash Loading	FREE
GENERAL CARD RELATED FEES	
Balance Inquiry	RWF 100
Mini Statement over ATM	RWF 100
On Us ATM Cash Withdrawal	RWF 236
Local Banks ATM Cash-Withdrawal	RWF 590
Other card On US ATM	FRW 1,000
Other International card On US ATM Cash-Withdrawal	FRW 2,500
PIN Renewal/ Reset/Change	RWF 5,000
POS / E-Commerce Transactions	FREE
ATM Transaction Receipts	FREE
Transaction Alerts (monthly)	RWF 500
MOBILE BANKING - USSD	
SMS Alert	RWF 50
Balance Inquiry	RWF 100
Loan Details	RWF 100
Cheque Book Request	FREE
Forex Inquiry	RWF 100
Airtime Purchase	RWF 100
Electricity Purchase	RWF 100
Funds Transfer (Within)	RWF 100
Funds Transfer (Local)	RWF 200
Funds Transfer (Own Accs)	FREE
Funds Transfer	FREE
PIN Change	FREE
RRA Tax	FREE
Mini Statement	RWF 100
ONLINE BANKING / MOBILE APP	
Monthly Fee Corporate, Business & Retail Customers	FREE
E-Alerts & E-Statements	FREE
Inter- bank transfers (RTGS)	RWF 600
Inter- bank transfers (EFT)	RWF 200
Inter account transfers	RWF 100
Transfer to own accounts	FREE
PIN reset	FREE
Statement inquiry	FREE
Bulk transfers (Within I&M)	FREE
Local Electronic Bulk Transfers	RWF 100
Bills payments	FREE
Daily Limit on Transfers (Retail)	RWF 20,000,000
Daily Limit on Transfers (SME)	FRW 200,000,000
Daily Limit on Transfers (Corporate)	RWF 200,000,000
RRA Tax	FREE
WIRE TRANSFER (LOCAL) - MANUAL	RATE
Single LCY Transfer to local bank (MT 103)	RWF 600
Single FCY Transfer to local bank in USD (MT 103)	USD 6
FCY Local Transfer - Non RPPS Currencies	0.50%
SWIFT Charge	RWF 20,000
Bulk Transfers - NGOs	FREE
Local Manual Bulk transfers (MT 103)	RWF 100
Amendment to outgoing fees	RWF 5,000

NOTE: All above charges are exclusive of VAT and correspondent bank charges. Interest payable is subject to Withholding Tax (WHT) at the ruling rate.

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WIRE TRANSFER (INTERNATIONAL)	
Retail	1%
Corporate & Business	0.5% with a maximum of RWF 500,000
Incoming Transfer Fees (conversion)	Flat fee - Rwf 5,000
SWIFT Amendment	RWF 6,000
Recalling Funds	RWF 12,000
STANDING ORDER RATE	
Set up Fee	RWF 6,000
Unpaid Standing Order	RWF 5,000
Amendment (RWF)	RWF 1,500
Cancellation (RWF)	RWF 1,000
Monthly Fee Outward Local	
LCY	RWF 1,000
FCY	USD 5
Monthly Fee Outward International	RWF 20,000
LOANS RATE	
General Pricing	
Interest Rates	
All Loans	Corporate Banking: Base Rate +/- Business Banking: a. Micro: Base rate + Margin b. Small: Base rate + Margin c. Medium: Base rate + Margin Retail Banking: Base rate + Margin
Temporary Excess Over Limit	4% per Annum Over & Above the Lending Rate in Force
Temporary Limit Increase	2% per Annum Over & Above the Lending Rate in Force
Charge on Arrears	Retail Banking and Corporate Banking: 2% per month on unpaid installment Business Banking: MSMES up to 5% per month
Commitment Fee	
Late Registration of Security (Monthly)	0.2% per month on approved Loan amount
Release of Collateral (RWF)	RWF 30,000
Security Perfection Excluding Retail Customers	RWF 100,000
Prepayment Fee	Retail Banking and Corporate Banking: 5% if paid with own funds  Business Banking: a. If prepaid within the first year: 8% (min RWF 50,000) b. If prepaid within half of the loan period: 4% (min RWF 50,000) c. If prepaid beyond half of the loan period: 2% (min RWF 50,000)
Take Over of Commitment by a Financial Institution.	8% of the Outstanding amount (Min RWF 50,000)
Cancellation fee (after signing notification and/or contract)	1% of the loan amount
RETAIL BANKING	
Processing Fee	2% charged upfront (RWF 50,000)
Annual Management Fee	2% of outstanding amount included in the monthly installment
Overdraft Fees	3% Flat (Min RWF 15,000)
Monitoring Fee (Cash Plus)	2% per month on the highest amount drawn down
Restructuring Fee	2% Flat (Min RWF 50,000)
Late penalty fee for overdraft	1% per month
CORPORATE & BUSINESS BANKING RATE	
Processing Fee (Exclude Overdraft)	1% Flat (Min RWF 100,000)
Annual Management Fee	1% of outstanding amount at loan anniversary
Restructuring Fee	1% with a minimum of RWF 100,000

BUSINESS BANKING	
File Opening Fee	Micro: RWF 50,000 flat fee Medium: 1% Flat (Min RWF 100,000)
Processing Fee	Medium: 1% p.a (min RWF 100,000)
Management Fee	Micro: 5% p.m Small: 4% p.m Medium: 2% p.m
Late Repayment penalty	Micro: RWF 50,000 flat fee Small: 0.5% flat (min RWF 100,000) Medium: 1% flat (RWF 100,000)
Commitment Fee if the facility is not drawn within 3 months after approval	
Overdraft (Business Banking)	Medium: 0.5% pm on non-utilized amount
OD Monitoring Fee	
Transaction Banking	
Notional pooling	FRW: 1,500 FCY: LCY Equivalent
Auto Investment Sweep	FRW: 1,000 FCY: LCY Equivalent
Zero Balance Sweep - Set up Fee	FRW: 1,000 FCY: LCY Equivalent
Amendment	FRW: 1,500 FCY: LCY Equivalent
Cancellation	FRW: 1,000 FCY: LCY Equivalent
Cash Concentration (CC) - Set up Fee	LCY: 15,000 FCY: LCY Equivalent
Overdraft (Corporate & Retail Banking)	
Processing Fee	1% flat and taken during each annual review of the facility (Min RWF 100,000)
Monitoring Fee	0.2% per month on the highest amount overdrawn
IPF - INSURANCE PREMIUM FINANCE RATE	
Processing Fee	1% Flat Min of RWF 50,000
Interest Rate	Base Rate +/-
DEPOSITS	RATE
Savings	Refer to Rate Card (Treasury)
Term Deposits	Refer to Rate Card (Treasury)
TRADE FINANCE	RATE
Letter of Credit (LC) - Importation	
Issuance Fee	
Covered Portion	0.5% per quarter or part thereof (Min RWF 50,000)
Non Covered Portion	1% per quarter or part thereof (Min RWF 100,000)
Acceptance Commission	
Covered Portion	0.5% per quarter or a part thereof, effective after LC expiry period (Min RWF 50,000)
Non Covered Portion	1% per quarter or a part thereof, effective after LC expiry period (Min RWF 100,000)
Correspondent Fee (Confirmation, etc)	Borne by the Customer
Amendment	
No impact on duration and amount	RWF 100,000
Increase or Extension of Period - Covered Portion	0.5% per quarter or a part thereof, effective after LC expiry period (Min RWF 50,000)
Increase or Extension of Period - Non Covered Portion	1% per quarter or a part thereof, effective after LC expiry period (Min RWF 100,000)
Letter of Credit (LC) - Exportation	
Confirmation Commission	0.5% per quarter or part thereof Min RWF 100,000
Amendment (RWF)	100,000
Negotiation Commission	0.5% Min RWF 50,000

BILL DISCOUNTING RATE		
Covered Portion	Base Rate +/-	
Non - Covered Portion	Base Rate +/-	
Bill Discounted under LC	Base Rate +/-	
Past Due Bills	0.2% per Month	
Advising I&M Bank Customers	0.25% Min RWF 50,000	
Advising non I&M Bank Customers	0.3% Min RWF 50,000	
DOCUMENTARY COLLECTION RATE		
Import		
Advising Commission (RWF)	RWF 50,000	
SWIFT Charge (RWF)	RWF 20,000	
Returned Documents (RWF)	RWF 50,000	
Unpaid Bills Supervision (RWF)	RWF 30,000	
Export		
Advising Commission (RWF)	RWF 50,000	
Avalisation	1% flat min RWF 100,000	
BANK GUARANTEES RATE		
Processing Fee	1% Flat Min RWF 75,000	
Commission - 110% Cash Collateral	0.50% per quarter or part thereof Min RWF 50,000	
Commission - Without Cash Collateral	1% per quarter or part thereof Min RWF 100,000	
Other General Charges Under Trade Finance		
Cancellation Commission	RWF 100,000	
Discrepancies Notification	RWF 50,000	
Payment Commission	0.5% flat per quarter or part thereof Min RWF 50,000	
SWIFT Charges (RWF)	RWF 20,000	
Ancillary Charges	To be borne by the Customer	
OTHER SERVICES RATE		
Monthly Postal Box Rental	RWF 500	
Camera & ATM transaction - Image Retrieval	RWF 50,000 within Kigali RWF 150,000 out of Kigali	
Document Retrieval Fee Per Request		
Up to 5 Years Old	RWF 20,000	
Older than 5 Years	RWF 40,000	
Copy (per page)	RWF 1,500	
Account confirmation	RWF 15,000	
Balance confirmation	RWF 15,000	
Outgoing Remittance - InterCountry	RWF 9,000 (VAT exclusive)	
Incoming Transfers - InterCountry	RWF 2,000 (VAT exclusive)	
Outgoing Brisk Transfer (Via Swift)	RWF 41,772 (Swift inclusive)	
MTN PUSH AND PULL		
MTN Own Account		FREE
<b>From</b>	<b>To</b>	<b>PULL FEES</b>
	Less than 5,000	100
5,001	40,000	600
40,001	300,000	1,500
300,001	2,000,000	5,000
AIRTEL PUSH AND PULL		
AIRTEL Own Account		FREE
<b>From</b>	<b>To</b>	<b>PULL FEES</b>
1	100	N/A
101	300	N/A
301	1,000	N/A
1,001	3,000	200
3,001	5,000	300
5,001	10,000	400
10,001	20,000	500
20,001	40,000	700
40,001	75,000	1,100
75,001	150,000	2,000
150,001	300,000	3,000
300,001	500,000	4,900
500,001	1,000,000	8,800
1,000,001	1,500,000	12,000
1,500,001	2,000,000	15,000

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