

# PRODUCTS AND SERVICES TARIFF EFFECTIVE FEBRUARY 2024

DESCRIPTION	RATES & PRICING
<b>ACCOUNT MANAGEMENT ITEMS</b>	<b>TRANSACTION RATES</b>
Account opening fee	FREE
Minimum operating balance	FREE
<b>LEDGER FEE PERSONAL ACCOUNT (RETAIL)</b>	
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
Account closure	FREE
Dormant Account Reactivation Fee	FREE
Bank Statement Printed Copy	FREE
Bank Statement Email call center	FREE
Account Balance Certificate	RWF 25,000
Account Confirmation	RWF 15,000
Certificate of Credit Facilities	RWF 75,000
Audit Certification (RWF)	RWF 50,000
Certificate of Good Standing	RWF 30,000
Certificate of Undebtedness	RWF 60,000
All other certificates/ demand for banking opinion	RWF 30,000
T-Bills/Bonds Submission Corporate/ Business (RWF)	RWF 60,000
T-Bills/Bonds Submission Retail	RWF 6,000
MT940 Statement	RWF 50,000
<b>PAYMENT ORDER</b>	<b>RATE</b>
24 Leaf	RWF 5,000
48 Leaf	RWF 10,000
<b>CHEQUE</b>	<b>RATE</b>
<b>RETAIL</b>	
24 Leaf	RWF 4,000
48 Leaf	RWF 7,500
24 Leaf - Express	FRW 8,000
48 Leaf - Express	FRW 15,000
<b>CORPORATE</b>	
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
<b>OTHER GENERAL FEES</b>	
Same Day Value Cheque in Collection	1% Min RWF 75,000
Same Day Value Foreign Cheques	3%
Foreign Cheques Clearing	2.5%
Receipt Book	RWF 3,840
Bank Receipt	RWF 5,000
<b>UNPAID CHEQUES</b>	
Cheque Discrepancy	RWF 20,000

Over the Counter & Clearing Due to Lack of Funds	RWF 20,000 & 20% Penalty
<b>STOP PAYMENT</b>	<b>RATE</b>
Per Leaf	RWF 5,000
Per Series	RWF 10,000
<b>CASH</b>	<b>RATE</b>
Withdrawals Against Inward Transfers	0,5%
Withdrawals Against Cash Deposits	FREE
USD & Equivalent in Other FCY Cash Deposit	FREE
USD Cash deposit - Denominations USD 20 & 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 2,000
Over the Counter Cash Withdrawal Fee per transaction for Retail / Micro / Small Enterprises over RWF 200,000	RWF 200
<b>CARDS</b>	<b>RATE</b>
<b>VISA - DEBIT CLASSIC</b>	
New Card Issuance / Renewal / Replacement	FREE
Annual Card Anniversary Fee	RWF 7,500
<b>VISA - DEBIT GOLD</b>	
New Card Issuance / Renewal / Replacement (RWF)	RWF 15,000
Annual Card Anniversary Fee	RWF 7,500
<b>VISA - PREPAID</b>	
New Card Issuance / Renewal / Replacement (RWF)	RWF 5,000
Annual Card Anniversary Fee	RWF 2,500
Card Re-Loading Fees - Omni Channel	FREE
<b>VISA - GOLD CREDIT</b>	
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 +/-
<b>MASTERCARD MULTICURRENCY PREPAID</b>	
Joining Fee	RWF 35,000
Supplementary Card	RWF 35,000
Annual Fee	RWF 25,000
Renewal Fee/Card Replacement	RWF 25,000
<b>MASTERCARD CORPORATE &amp; BUSINESS</b>	
Joining Fee	RWF 10,000
Annual Fee	RWF 25,000
<b>MASTERCARD WORLD ELITE</b>	
Joining Fee	RWF 60,000
Annual Fee	RWF 15,000 / Month
On Us ATM Cash Withdrawal	RWF 236
Local Banks ATM Cash-Withdrawal	RWF 590
International ATM Withdrawal	RWF 10,000
Intra Wallet Transfer Fee	FREE
Intra Bank Funds Transfer Fee	FREE
Balance Inquiry	RWF 100
Mini Statement over ATM	RWF 100
Cash Loading	FREE
PIN Renewal/ Reset/Change	RWF 5,000
POS/E-Commerce Transactions	FREE
Acquiring POS Merchant Discount Rate	3%
ATM Transaction Receipts	FREE
Transaction Alerts (monthly)	RWF 500
<b>MOBILE BANKING - USSD</b>	<b>RATE</b>
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)	FREE

Funds Transfer (Local)	RWF 200
Funds Transfer (Own Accs)	FREE
Funds Transfer	FREE
PIN Change	FREE
RRA Tax	FREE
Mini Statement	RWF 100
<b>ONLINE BANKING / MOBILE APP</b>	<b>RATE</b>
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	FREE
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 75,000,000
Daily Limit on Transfers (Corporate)	RWF 200,000,000
RRA Tax	FREE
<b>WIRE TRANSFER (LOCAL) - MANUAL</b>	<b>RATE</b>
RTGS Single LCY Transfer to local bank - Manual	RWF 3,000
EFT Local Manual Bulk transfers (MT 103)	RWF 1,500
Local Electronic Bulk Transfers - Manual	RWF 500
Funds transfer (within the Bank) manual	RWF 200
Single FCY Transfer to local bank in USD (MT 103)	USD 6
FCY Local Transfer - Non USD (\$)	0.50%
Incoming Transfer Fees (Conversion)	Flat fee - RWF 5,000
SWIFT Charge	RWF 20,000
Bulk Transfers - NGOs	RWF100
<b>WIRE TRANSFER (INTERNATIONAL)</b>	<b>RATE</b>
Retail International Transfer fees	1% with a Maximum of RWF 215,000
Corporate & Business	0.5% with a Maximum of RWF 215,000
SWIFT Amendment	RWF 6,000
Recalling Funds	RWF 12,000
<b>BRISK &amp; INTERCOUNTRY TRANSFERS</b>	<b>RATE</b>
Outgoing remittance -Intercountry	RWF 9,000
Incoming Transfer - Intercountry	RWF 2,000
Outgoing Brisk Transfer (Via Swift)	RWF 41,772 (Swift Inclusive)
<b>STANDING ORDER</b>	<b>RATE</b>
Set up Fee	RWF 6,000
Unpaid Standing Order	RWF 5,000
Amendment (RWF)	RWF 1,500
Cancellation (RWF)	RWF 1,000
<b>MONTHLY FEE OUTWARD LOCAL</b>	
LCY	RWF 1,000
FCY	USD 5
Monthly Fee Outward International	RWF 20,000
<b>LOANS</b>	<b>RATE</b>
<b>GENERAL PRICING</b>	
<b>INTEREST RATES</b>	
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 instalment Business Banking: MSMES up to 5% per month


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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COMMITMENT FEE	
Late Registration of Security (Monthly)	0.2% per month on approved Loan amount
Security Perfection Excluding Retail Customers	RWF 100,000
Prepayment Fee	Retail Banking: Free if paid with own funds.
	Business Banking: Free if paid with own funds.
Take Over of Commitment by a Financial Institution.	Corporate Banking: Free if paid with own funds.
	8% of the Outstanding amount (Min RWF 50,000)
Cancellation fee (after signing notification and/or contract)	1% of the loan amount
RETAIL BANKING	RATE
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	
Processing Fee	Micro: 2% Flat (Min RWF 50,000) Small: 1% Flat (Min RWF 100,000) Medium: 1% Flat (Min RWF 100,000)"
	Management Fee
Late Repayment penalty	Micro: 2% Flat (Min RWF 50,000) Small: 2% Flat (Min RWF 100,000) Medium: 1% Flat (Min RWF 100,000)
	Micro: 5% p.m Small: 4% p.m Medium: 2% p.m
Commitment Fee if the facility is not drawn within 3 months after approval	Micro: RWF 50,000 flat fee Small: 0.5% flat (min RWF 100,000) Medium: 1% flat (RWF 100,000)
OVERDRAFT (BUSINESS BANKING)	
OD Monitoring Fee	Medium: 0.5% pm on non-utilized amount
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
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
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)

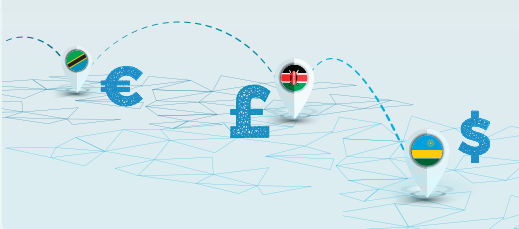
Correspondent Fee (Confirmation, etc)	Borne by the Customer
AMENDMENT	
No impact on duration and amount	RWF 100,000
Increase or Extension of Period - Covered Portion	0.5% per quarter or a part thereof, effective after LC expiry period (Min RWF 50,000)
Increase or Extension of Period - Non Covered Portion	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
Commission on LC Payments Delay	0.30%
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 - BG's	1% Flat Min RWF 100,000
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
Bill Payment for I&M customer over the counter	RWF 500
Bill Payment for non-I&M Customer over the counter	RWF 1,000
RRA Tax payment for I&M customer over the counter	RWF 500
RRA Tax payment for Non-I&M customer over the counter	RWF 1,000
DIASPORA SERVICES / BANKING	RATE
Account Opening Fee	FREE
Account Maintenance Fee	FREE
E-Statement	FREE
1st Cheque Book	FREE
1st Debit Card (Visa or Mastercard)	FREE
Cash Withdrawal Fee - FCY	USD 5
Cash Deposit Fee - FCY	FREE
Incoming Swift Charges	FREE
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
SPENN & SPENN MICROLOAN	RATE
Est Fee - taken	15 DAYS
Minimum Loan Amount	RWF 15,000
Maximum Loan Amount	RWF 500,000
Interest Percent	0.39%
Send money to SPENN User	FREE
Send money to others	FREE
Request money	FREE
Make store payment	FREE
Buy airtime for self	FREE
Buy airtime for others	FREE
Buy airtime internationally	FREE


Pay bills	FREE	
SPENN Over the Counter Cash Withdrawal for amount less or equal to RWF200,000	RWF 2,000	
WHATSAPP BANKING	RATE	
Balance Inquiry	RWF 100	
Mini Statement	RWF100	
Fund Transfers Own account	FREE	
Fund Transfers within I&M Bank	RWF 100	
Fund Transfers RTGS	RWF 600	
Fund Transfers EFT	RWF 200	
Bills Payment	FREE	
Mobile Money Services	FREE	
Prepaid Card Top up	FREE	
MTN PUSH AND PULL		
MTN Own Account	FREE	
From	To	PULL FEES
	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	
From	To	PULL FEES
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
CORRESPONDENT BANK FEES (OUTWARD TRANSFERS)	RATE	
COMMERZBANK	EUR 30	
	GBP 15	
	CAD 25.5	
	CHF 18.5	
CITIBANK LONDON	EUR 25	
BHF	EUR 15	
ICICI BANK	INR 200	
I&M BANK KENYA	KES 700	
	USD 6	
	EUR 5	
I&M BANK TANZANIA	TZS 10,000	
	USD 10	



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