



# TARIFF GUIDE

Go for it

## ABBREVIATIONS

ATM	Automated Teller Machine
USD	United States Dollars
p.q.	per quarter
p.a.	per annum
LCY	Local Currency
FCY	Foreign Currency
A.T.S	Automated Trading System
RTGS	Real Time Gross settlement system
EFT	Electronic funds transfer
LC	Letter of credit
ARM	Account Relationship Manager

**CASH GENERAL****Bankers Cheques & Drafts**

Bankers Cheque/ Draft Stop Payment Indemnity	KES. 1,000
Manual Bankers Cheque (LCY/FCY)	KES. 530 or its FCY equivalent
Manual Bankers Draft (FCY)	USD 10
Online Bankers Cheques (LCY/FCY)	KES. 163 or its FCY equivalent
Online Bankers Draft	KES. 800
Replacement	KES. 1,500
Repurchase/Deposit	Nil

**Borderless Banking**

Cash withdrawal	0.5% max USD 50
Cash Deposits	0.5% max USD 50
Internal Transfers	0.5% max USD 50

**Cash in Transit Local/ International and Wage Packeting**

Collection/Delivery	Refer to Bank
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**Cash Other**

Audit Confirmation	KES. 2,100
Bank Opinion Local/Foreign	KES. 1,500
Hold Mail for Collection over the counter	KES. 2,000
Certificates - Withholding Tax/ Interest confirmation/ Deposit balance	KES. 600
Revenue Tax/ Stamp Duty	KES. 100
Postage Courier	KES. 3,250
Company/Facility Search	KES. 1,000

**Cash Withdrawal (OTC)**

FCY Cash Withdrawal	0.63%
Corporate Cash Disbursements	KES. 375

**Cash Withdrawal (OTC) Consumer Banking**

Amounts above Kshs 80,000 and below Kshs 1M	KES. 100
Amounts below 80,000	KES. 325

**Cash Withdrawal/ Deposit/LCY**

Amounts above KES. 1 million	0.25%
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### Cheque Book

Counter Cheque: Customers only	KES. 315
Small (30 Leaves)	KES. 600
Small (50 Leaves)	KES. 675
Large (100 leaves)	KES. 1,350
Retrieve old cheques/ withdrawal slips/Deposit slips	KES. 775
Specially printed cheque books	Refer to Bank
Stop payments - Cheque book Series	KES. 1,000
Stop payments per Cheque	KES. 283
Third Party Cheque encashment	KES. 400

### Clearing Cheques

Credit clearing Inward LCY and FCY	Nil
FCY cheques unpaid (Off shore)	USD 25 + other bank charges
Incoming Cheque Collection	0.4% min KES. 2,000 max KES. 10,000 + cost of swift/postage
Local cheques sent on collection above Kshs 1m	KES 2500
Outward cheques unpaid by other banks	KES. 850 + back value to deposit date
Outward FCY cheques negotiated and returned unpaid by correspondents	KES. 1,750 or USD 25 if payable in FCY + other bank charges
Outward FCY cheques sent on collection	0.5% min KES. 1,250 max KES. 7,500 + courier charges KES. 3,000

### Clearing Cheques FCY

Foreign Currency Cheque negotiated	1%
Inward on Collection to non-member bank	USD 50
Outward on Collection to non-member bank	USD 25
Unpaid Technical Reasons - FCY Cheque	0.5% min 1,250 max
Unpaid Technical Reasons - Outward FCY Local	0.5% min 1,250 max
Unpaid - Refer to Drawer - by ourselves	USD 35, EUR 32, GBP 25
Unpaid - Refer to Drawer - by other bank	USD 12, EUR 11, GBP 9

### Clearing Cheques LCY

Payments against effects not cleared (ENC)	KES. 3,000
Unpaid - Effects not cleared	KES. 3,000
Unpaid - Technical reasons	KES. 750
Unpaid - Refer to Drawer	KES. 3,000
Inward unpaid	KES. 850

**All Credit Cards**

Autopay failure	KES. 3,000/ FCY equiv
Joining fee	Waived
Cash Advance fee	6% min KES. 200
Card replacement fee	KES. 500 or USD 10
Late payment fee	5% min 100
Duplicate statement per page	KES. 125
Repin	500 or USD 10
Unpaid cheque	KES. 1000
Over limit fee	5% of amount above the authorized limit or KES. 2500 or USD 35 whichever is greater

**Corporate Credit Cards**

Annual fee	KES. 5,000/ USD 100
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**Classic Credit Cards**

Annual fee - Unsecured Cards	KES. 2,750
Annual fee - Secured Cards	KES. 1,000
Supplementary card	KES. 1,000

**Gold Credit Cards**

Annual fee - Unsecured Cards	KES. 4,500 or USD 100
Annual fee - Secured Cards	KES. 2,500 Or USD 30
Supplementary card	Free for first card; then KES. 2,000

**Platinum Credit Cards**

Annual fee - Unsecured Cards	KES. 6,500
Annual fee - Secured Cards	KES. 3,000
Supplementary card	Free for first 2; subsequent card Kshs 2,000

**Signature Credit Cards**

Annual fee	KES. 7,000/ USD 70
Autopay failure	KES. 3,000/ FCY equiv
Supplementary card	Free for first 5; then KES. 2,000

**Infinite Credit Cards**

Annual fee	KES. 10,000/ USD 100
Autopay failure	KES. 3,000/ FCY equiv
Supplementary card	Free for first 5; subsequent card KES. 7,500 / USD 75

### Debit Cards

ATM withdrawal (Own ATM)	KES. 30
ATM withdrawal Pesaconnect	KES. 68
ATM withdrawal VISA	KES. 150
Card issuance	KES. 400
Card renewal - Classic	KES. 300
Card renewal - Gold	KES. 400
Card renewal - Platinum	KES. 500
Card replacement	KES. 500

### Deposits/ Treasury Services

A.T.S. settlement	KES. 1,000 or FCY equivalent
Primary market bid using NCBA Client	0.5% of T-Bill value (One off)
Account T-bills and Bonds	0.5% of bond face value per annum (charge at coupon payment)
Primary market bid using client CDS Account	KES 5,000.00 Flat fee
Secondary market Swift Messages	KES 2,000.00 per T-Bond/T-bill
Term Deposit liquidation prior to maturity	Total interest is forfeited

### Direct Debits

Incoming	KES. 150
Incoming Unpaid	KES. 3,500
Outgoing	KES. 63
Outgoing Unpaid	KES. 100
Setup	KES. 200

### Fund Transfers Outgoing

Correspondent Bank Charges	USD 15 - 30
Manual EFT	KES. 500
Manual Internal Transfer	KES. 300
Manual International Transfer	KES. 2,400
Manual KRA Payment	KES. 300
Manual RTGS	KES. 500
Manual Salary processing	KES. 500
Non Banking Financial Institution	KES. 500
Online Internal Transfer (Business)	KES. 90
Online / Mobile / Branch Utility payments	KES. 63
Online/Mobile EFT	KES. 90
Online/Mobile International Transfer	KES. 1,950
Online/Mobile Kentrade payment	KES. 200

**Fund Transfers Outgoing**

Online/Mobile KRA payment	KES. 175
Online/Mobile RTGS	KES. 300
Payment Recall -EFT/RTGS/Pesalink/Mpesa	KES. 200
Semi -Automated Salary processing	KES. 245
SWIFT Tracers	KES. 850

**Funds Transfer Incoming**

Incoming EFT and RTGS	Nil
Incoming International Transfer	KES. 750

**Mobile Banking Services**

PIN Reset	KES. 15
Value add alerts (International number)	KES. 15
Value add alerts (Local number)	KES. 5

**Mobile Money Charges**

Amount	Airtel Charges	M-Pesa Charges
1-100	0	0
101- 500	11	10
501-1,000	15	12
1,001-1,500	18	14
1,501-2,500	25	23
2,501-3,500	35	33
3,501-5,000	45	43
5,001-7,500	55	55
7,501-20,000	65	65
20,001-150,000	65	67

**Mobile Wallet Outgoing**

Manual Payments -Registered user	KES. 460
Online/Mobile Payments Non-Registered user	KES. 250
Online Payments - Registered user	KES. 72
Via APP or USSD - Registered user	KES. 72

**Mobile Payments Incoming**

Paybill	KES. 40
Buy Goods	0.5% of value

**MPESA Super Agency**

Float Amount Above KES. 100,000	0.05% of Value maximum of KES. 200
Float Amount Kshs. 5,000 - KES. 100,000	KES. 50

### Online Banking Services

Cash In Transit	Refer to Bank
Internet Banking Access Fees (Corporate)	KES. 1,500
Internet Banking Access Fees (SME)	KES. 500
Internet Banking Hard Token	KES. 2,500
Liquidity Management	KES. 10,000 or Bank Tariff Per Transaction
User retraining fee (Corporate clients)	KES. 1,500

### Pesalink Online/Mobile

10-500	Nil
501-10,000	KES. 50
Above 10,000	KES. 100

### Pesalink Manual

Manual -All amounts	KES. 500
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### Pre-paid Cards

Balance enquiry (Domestic)	KES. 30/ USD 0.500 / 0.5 EURO
Balance enquiry (International)	KES. 50/ USD 0.7500/ 0.75 EURO
New Card issuance/ Replacement	KES. 520/ USD 5/ 4.5 EURO
Card restitution	KES. 100/ USD 1/ 1 EURO
Cash withdrawal Domestic/ International	KES. 150/ USD 1.50/ 1.50 EURO
VISA Direct	KES. 0.5% min 10/ USD 1/ 1 EURO

### Safe Deposit Boxes Locker

Access to safe Deposit Locker (per visit)	KES. 200
Annual rental - Extra large Locker	KES. 5,800
Annual rental - Large Locker	KES. 5,500
Annual rental - medium Locker	KES. 3,500
Annual rental - Small Locker	KES. 2,800
Refundable deposit per locker	KES. 10,000

### Standing Instructions

Manual amendment	KES. 250
Manual Set-up -Internal/External	KES. 365
Online Set-up, Amendment, Stoppage	Nil
Processing per payment	KES. 200
Standing Order unpaid due to lack of funds	KES. 3,000
Stop Payment	KES. 500
Suspension	KES 400



**Statements**

Call Center/over the counter enquiries	Nil
e-statement ; email/Online /Mobile/ATM-Mini	Nil
Closed Account/Historical (Above 2 years) - per page	KES. 210
Interim/duplicate - (Below 2 years) per page	KES. 105
Online/Interim/Paper statement certification	Free first 10 pages. Above 10 pages charge 50 per page max KES. 2,000.
Paper statement - Posted	KES. 35
Retrieval of Security Documents -discharge	KES. 1,000

**NCBA Sasa Distributor Finance**

Minimum Operating Balance/	
Minimum Interest Earning Balance/	
Account opening Balance/ Ledger Fees	Nil
Per Transaction Fees	Nil
Access to Busines Gold Debit Card	As per Tariff
Cash Handling	0.25%

**TRADE SERVICES**

**Guarantees**

Shipping Guarantee	0.5% p.q min KES 2,500
Security/Immigration Bonds	KES 2,500 per annum
Other Guarantees/Bonds	0.5% p.q Min KES 2,500
Amendment Guarantees	0.5% p.q Min KES 2,500
Guarantee amendment not involving increase in value or tenor	KES. 2,500
Unsecured bid bonds	0.75% p.q or part there of min KES 2,500
Maximum amount per single Bid Bond	KES. 10,000,000
Guarantee Cancellation Corporate	KES. 200.00
Guarantee cancellation SME/ Business Banking	KES 1,500
Swift charges (Opening)	KES.3,000
Swift charges (General)	KES.2,000

**Documentary Collections (Imports)**

Advising commission	KES. 2,000
Swift	KES. 2,000
Acceptance commission if usance	KES 1,750
If discharged unpaid (closing fee)	KES. 2,000
Cost of revenue stamp	KES. 100
Holding charges	KES. 2,500 p.m
Avalised Bills	0.75% p.q or part thereof min. KES 2,000
Collection Payment Commission	0.25% Min. Kes 2,000

**Note:** if bills not honored on due date then (holding) commission is charged monthly until time of payment.

### Documentary Collections (Exports)

Document handling fees	0.5% Min. KES.3,000
Foreign Postage	KES.5,000
Local Postage	KES.3,500

### Import LCs

Opening commission Corporate	0.5% p.q min KES 2,000
Opening commission SME/Business Banking	0.6% p.q min KES 3,000
General amendments	KES 2,000
Payment commission	0.25% min. KES 2,000
Acceptance commission Corporate	0.5% p.q min KES 2,000
Acceptance commission SME/Business Banking	0.6% p.q min KES 3,000
Releasing documents on LOU	KES 2,000
Discharged unutilized	KES 1,000
Swift charges: opening	KES 3,000
General correspondence	KES 2,000
Amendments increasing amount or period extension Corporate	0.5% p.q min KES 2,000
Amendments increasing amount or period extension SME/BB	0.6% p.q min KES 3,000
Discrepancy	USD 100

### Export LCs

Advising commission	KES 2,000
Advising Commission (Customer)	0.5% per quarter or part thereof min KES 2,000 +SWIFT Charges
Advising Commission (Non Customer)	USD 100
General Amendment	KES 2,000
Negotiation/ Payment/ Document handling	0.5% Min KES 3000
Foreign Postage	KES 5,000
Local postage	KES 3,500
Document Examination Fees	USD 50

### Value Chain Financing

Invoice Discounting/ Cheque Discounting/ LC/Bill Discounting/ Reverse Factoring/ LPO Financing	Commission - 1% Interest rate - NCBA Base Rate +margin
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**PERSONAL CURRENT ACCOUNTS**

	GOLD ALL IN ONE	PLATINUM ALL IN ONE	PREMIER ALL IN ONE	PLATINUM PAY AS YOU GO	GOLD PAY AS YOU GO	SALARY ACCOUNT	@ WORK PAY AS YOU GO	DIPLOMATIC A/C	PLATINUM FLEXI	HOMELWARD A/C	WISER A/C
Minimum operating balance	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Ledger Fee	KES 800	KES 1,400	KES 2,000	KES 350	<KES 20K = KES 640 >KES 30K - 100K = KES 585 >100K = Free	210	-	-	350	-	-
Balance requirement to waive ledger fee	KES 300,000	KES 500,000	KES 1,000,000	KES 500,000	KES 100,000	KES. 30,000	-	-	KES 50,000	-	-
Per transaction fee	-	-	-	-	30	-	-	-	300 (from 5%)	-	-
No. of free transactions per month	-	-	-	-	10	-	-	-	4	-	-
Interest / bonus earning (Tiered)	-	-	-	-	-	-	-	-	Subject to min balance defined	Subject to min balance defined	Subject to min balance defined
Special Criteria	-	-	-	-	-	-	Scheme company employees	Diplomatic mission employees	Kenya's residing abroad	Persons Above 55 years	

**Student Account**

Minimum balance Nil  
 Min Interesting earning balance Nil  
 Ledger fee Nil  
 Balance requirement for ledger waiver Nil  
 Per transaction fee Nil  
 No of free transactions per month Nil  
 Interest/ bonus earning Nil

**Go Banking Account**

Ledger Fee Nil  
 Minimum Account Opening Balance Nil  
 Minimum Operating Balance Nil  
 Per Transaction Fee Nil  
 Cash Withdrawal (OTC) per transaction KES 325

PERSONAL SAVINGS ACCOUNT	GOLD SAVING A/C	JUNIOR SAVING A/C	PREMIER SAVINGS A/C
Monthly service fee	Free	Free	Free
Minimum opening/ operating balance	KES 2,000	KES 2,000	KES 100,000
Minimum interest earning balance	KES 5,000	KES 5,000	KES 100,000
Number of withdrawals (per month)	1*	1*	1*
Interest payment interval	Quarterly	Quarterly	Monthly
Incoming funds transfer/ Standing orders	Free*	Free*	Free*z
e-statement of account	Quarterly (free)	Quarterly (free)	Quarterly (free)
Interest payment	Tiered	Tiered	Tiered

\*Additional OTC withdrawals after the first free withdrawal - Charged as per tariff

\*Customer initiated transactions ( Branch/ Mobile or Internet Banking) – Charged as per tariff.

BUSINESS CURRENT ACCOUNTS	Business Pay as you Go Account	Business Current Account	Business Gold Account	Business platinum Account	Business Collection Account
Minimum operating balance	Nil	Nil	Nil	Nil	Nil
Minimum interest earning balance	Nil	Nil	Nil	Nil	Nil
Account opening Balance	2,000	2,000	2,000	2,000	2,000
Ledger Fee	Nil	350	1,000	2,000	Nil
Balance requirement to waive ledger fee	N/A	300,000	500,000	800,000	
N/A					
Per transaction fee	30	30	30	30	Nil
No. of free transactions per month	Nil	15	40	100	Unlimited
Debit Card	As per Tariff	Free	Free	Free	N/A
Currency	KES & All Major Currencies	KES & All Major Currencies	KES & All Major Currencies	KES & All Major Currencies	KES & All Major Currencies
Cheque book	As per Tariff	1st Cheque Book Free	1st Cheque Book Free	1st Cheque Book Free	N/A
Cash handling fees	0.25%	0.25%	0.25%	0.25%	Nil

BUSINESS SAVER ACCOUNT	
Monthly service fee	Free
Minimum opening balance	KES 2,000
Minimum operating balance	KES 2,000
Minimum interest earning balance	KES 20,000
Number of withdrawals (per month)	One*
Interest payment interval	Monthly based on daily average Balance
Incoming funds transfer/ Standing orders/ Cash deposits	Free*
Transfer to own current account	Free via internet or Mobile banking
E-statement of account	Monthly
Interest payment	Tiered
Access to loans against deposit at preferred rates	Yes

\*Additional OTC withdrawals after the first free withdrawal - Charged as per tariff

\*Customer initiated transactions ( Branch/ Mobile or Internet Banking) – Charged as per tariff.

**Note: A customer has the right to obtain a copy of The Key Facts Document  
All fees and charges are exclusive of taxes**





**NCBA Tariff/ 11/10**

**[www.ncbagroup.com](http://www.ncbagroup.com)**



**NCBA BANK KENYA PLC IS REGULATED BY THE CENTRAL BANK OF KENYA.**