NCBA

RETAIL BANKING WAIVER OF LEDGER FEES

FREQUENTLY ASKED QUESTIONS

1. **What is Ledger fee?**
   Ledger fee is the monthly maintenance fee charged at the end of the month based on the product type.

2. **Which products currently accrue ledger fees under Retail Banking?**

Account Type	Existing Ledger fee in (Lcy/Equiv Fcy)	Current per Transaction fee (Lcy/Equiv Fcy)	New Ledger fee	New per Trxn fee
Gold-All-in-one*	Kes. 800	N/A	0.00	N/A
Platinum-All-in-One*	Kes. 1,400	N/A	0.00	N/A
Premier-All-in-One*	Kes. 2,000	N/A	0.00	N/A
Gold Pay as you go*	Kes. 640, Kes. 585	N/A	0.00	N/A
Platinum Pay as you go	Kes. 350	Additional Kes 30/- per trxn after the first 10 Trxns	0.00	Remains Unchanged - Additional Kes 30/- per trxn after the first 10 Trxns. All other transactions are charged
Platinum Flexi	Kes. 350	Additional Kes 300/- per Trxn after the first 4 Trxns	0.00	Remains Unchanged - Additional Kes 300/- per trxn after the first 4 Trxns
Salary account	Kes. 210	N/A	0.00	N/A
Business Current	Kes. 350	Additional Kes 30/- per Trxn after the first 15 Trxns	0.00	Remains Unchanged - Additional Kes 30/- per trxn after the first 15 Trxns
Business Gold	Kes. 1,000	Additional Kes 30/- per trxn after the first 40 Trxns	0.00	Remains Unchanged - Additional Kes 30/- per Trxn after the first 40 Trxns
Business Platinum	Kes. 2,000	Additional Kes 30/- per Trxn after the first 100 Trxns	0.00	Remains Unchanged - Additional Kes 30/- per trxn after the first 100 Trxns

**Bank tariff will apply for customer initiated transactions.*

3. **What will be the effective date for the ledger fee waiver?**
   Effective date will be 1st July 2024.

4. **Will the per Transactional Fees continue to be charged?**
   YES. The transactional fees will continue to accrue on monthly basis as is and as per account tariff.

5. **Can an existing account holder of a pay as you go account change the account type to All in One?**
   NO.

6. **Can an existing customer open an All in One account as an additional account?**
   NO. All in one accounts are for New to bank customers only based on customer segmentation.

Affluent Banking	
CUSTOMER SEGMENT	**Monthly Income/Per month**
Premier	> Kes 2.5M
Platinum	Kes 1M to Kes 2.5M
Consumer Banking	
Gold	Kes 150k to Kes 1M
Go	> Kes 50k to Kes 150K

7. **How will overdrawn accounts (by ledger fees) be treated, upon the waiver of ledger fees?**
   Where a customer's account is overdrawn by any bank fees, they must regularize in order to continue operating the account.

8. **What is the objective of this waiver on ledger fees?**
   - New Customer acquisition
   - Encourage dormant/inactive account reactivation.
   - For daily relevance by transacting through NCBA.

9. **Does this waiver apply to all currencies.**
   Yes. It is applicable to both LCY and FCY ledger fees under Retail Banking.

10. **Does this waiver apply to corporate accounts?**
    No, the corporate tariff will apply.

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