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	- 0004-04
Service Type	2024 Charges
Shell Cards	
Issuance Fee	Free
Replacement Fee	Free
Transaction Fee	Free
EzyPass Cards	
Issuance Fee	Free
Replacement Fee	GHC 40.00
Monthly Maintenance Fee	GHC 5.00
Loading Fee	Free
Transaction Fees	
International ATM	\$6.00 + 2.5%
International POS	3%
Online (International)	3%
Online (Local)	1.5%
Domestic ATM On-Us	GHC 3.00
Domestic ATM Not-On-Us	GHC 6.00 + 1%
Domestic POS On-Us	Free
Domestic POS Not-On-Us	GHC 6.00
e-Zwich Cards	
Balance Enquiry	GHC 0.10
Transaction List/Statement	GHC 0.20
Loading Fee	Free
Transaction Fees	
e-Zwich ATM	GHC 0.5% (Min GHC 0.20/Max GHC 1.50)
e-Zwich POS	GHC 1% (Min GHC 0.20/Max GHC 5.00)
e-Zwich Money Transfer (Card to Card)	GHC 0.25% (Min GHC 1.00/Max GHC 5.00)
e-Zwich Money Transfer (Without Card)	GHC 0.25% (Min GHC 1.00/Max GHC 10.00)
e-Zwich Card to Bank/Bank to Card	GHC 0.50
e-Zwich Card to Other	GHC 0.25% (Min GHC 0.50/Max GHC 2.50)

EazyPay GH-Link Dual Card		
Issuance Fee	GHC 20.00	
Replacement Fee	GHC 20.00	

PIN Regeneration Fee	GHC 5.00
e-Zwich Loading Fee	Free
Monthly Maintenance Fee	Free

Transaction Fees	
Domestic ATM On-Us	GHC 1.00
Domestic ATM Remote-On-Us	GHC 6.00
POS Cash Out (In Branch)	4% of face value

Visa Global Travel Wallet	
Issuance Fee	Free
Replacement Fee	Free
Activation Fee	\$5.00
PIN Generation Fee	\$1.25
Quarterly Maintenance Fee	\$3.00
Initial Minimum Load	\$20.00
Cash Out Fee	\$10.00
Loading Fee	Free
Monthly Inactivity Fee (Inactivity after 12 months)	\$5.00
Transaction Fees	
International ATM	\$2.00 + 2.5%
International POS	1% (Min \$1.00)
Online	1% (Min \$1.00)

Visa & Mastercard Debit Cards	
Issuance Fee	GHC 25.00
Replacement Fee	GHC 25.00
Monthly Maintenance Fee	GHC 8.00
PIN Regeneration Fee	GHC 5.00
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 + 1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%

International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%

Visa & Mastercard Prepaid Cards	
Issuance Fee	GHC 40.00
Replacement Fee	GHC 40.00
Annual Maintenance Fee	GHC 50.00 (Upfront on new issuance)
PIN Regeneration Fee	GHC 5.00
Loading Fee	GHC 2.00
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 + 1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%

Visa Credit Cards	
Issuance Fee	GHC 40.00
Replacement Fee	GHC 40.00
Maintenance Fee	GHC 100.00 upfront/annual
PIN Regeneration Fee	GHC 5.00
Late Payment Fee	5% of the amount
Over Limit Fee	GHC 200.00
Transaction Fees	
Domestic ATM On-Us	2% of the amount
Domestic ATM Remote-On-Us	4.5% of the amount
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
OTHER (International)	

1.5%

Online (Local)

Visa Platinum Debit Cards	
Issuance Fee	GHC 75.00
Replacement Fee	GHC 75.00
Monthly Maintenance Fee	GHC 20.00
PIN Regeneration Fee	GHC 5.00
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 +1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%

Executive Travel Card/MasterCard Platinum Prepaid Card	
Issuance Fee	GHC 100.00
Replacement Fee	GHC 100.00
Annual Maintenance Fee	GHC 75.00 (Upfront on new issuance)
PIN Regeneration Fee	GHC 5.00
Initial Minimum Load	GHC 5,000.00
Loading Fee	Free
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 +1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Online (International)	2.5%
Online (Local)	1.5%

MasterCard Platinum Credit Card	
Issuance Fee	GHC 40.00
Replacement Fee	GHC 40.00
Maintenance Fee	GHC 100.00 Upfront/Annual
PIN Regeneration Fee	GHC 5.00
Late Payment	5% of the amount
Over Limit Fee	GHC 200.00

Transaction Fees	
Domestic ATM On-Us	2% of the amount
Domestic ATM Remote-On-Us	4.5% of the amount
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%

MasterCard Corporate Debit Card	
Issuance Fee	GHC 50.00
Replacement Fee	GHC 50.00
Annual Maintenance Fee	GHC 75.00 (Upfront on new issuance)
PIN Regeneration Fee	GHC 5.00
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 + 1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%
Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%

MasterCard Corporate Prepaid Card	
Issuance Fee	GHC 50.00
Replacement Fee	GHC 50.00
Annual Maintenance Fee	GHC 75.00 (Upfront on new issuance)
PIN Regeneration Fee	GHC 5.00
Loading Fee	GHC 2.00
Transaction Fees	
Domestic ATM On-Us	Free
Domestic ATM Remote-On-Us	GHC 3.00 + 1%
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5%
International POS	2.5%

Domestic POS	Free
Online (International)	2.5%
Online (Local)	1.5%
Zenith Visa Gold Card (For FEA & FCA)	
Card Issuance Fee	\$5.00
Replacement Fee	\$5.00
Monthly Maintenance Fee	\$3.00
PIN Regeneration Fee	GHC 5.00
Transaction Fees	
International POS	2.5% of amount
Domestic POS	Free
International ATM	\$2.00 + 2.5% of amount
Online (International)	2.5% of amount
Online (Local)	1.5% of amount
POS Cash Out (In Branch)	4% of face value
Domestic ATM (Not-On-Us)	\$2.00 + 1% of amount
Domestic ATM (On-Us)	\$2.00 flat
SME Business Card	
Card Issuance Fee	GHC 100.00
Replacement Fee	GHC 100.00
Monthly Maintenance Fee	N/A
PIN Regeneration Fee	GHC 5.00
Transaction Face	

SME Business Card	
Card Issuance Fee	GHC 100.00
Replacement Fee	GHC 100.00
Monthly Maintenance Fee	N/A
PIN Regeneration Fee	GHC 5.00
Transaction Fees	
Domestic ATM (On-Us)	Free
Domestic ATM (Remote-On-Us)	GHC 3.00 + 1% of amount
POS Cash Out (In Branch)	4% of face value
International ATM	\$2.00 + 2.5% of amount
International POS	2.5%
Online (International)	2.5% of amount
Online (Local)	1.5% of amount

General Card Fees (For all Card types)	
Access fee for International card usage on all Zenith Bank ATMs	GHC 20.00
3D Secure Enrollment Fee	Free
3D Secure Transaction Fee	GHC 5.00 per transaction

Optional Issuer Fee (OIF)*	3% - 5%
Dynamic Currency Conversion (DCC)**	3% - 7%
Electronic Statements (Credit Card & Prepaid Card)	GHC 5.00

<sup>\*</sup>OIF - A fee applied on card transactions that involve a currency conversion
\*\*DCC - A fee applied on card transactions billed in a local currency but settled to foreign merchants

E-BUSINESS CHARGES	
Service Type	2024 Charges
Corporate Internet Banking (Formerly ADPS)	
Token Issuance Fee	Free
Token Replacement Fee	GHC 100.00 for each token
Set-up Fee	Free
Monthly Maintenance Fee	GHC 50.00
GIS/Swift Transaction Fee (on CIB)	GHC 25.00 per transaction
Amendment/Recall	GHC 20.00 per transaction
Z-Transfer API	
Set-up Fee	GHC 500.00
Transfer within Zenith	Free
Other Banks/Mobile Money	1% of amount capped at between GHC 5.00 to GHC 20.00
Z-Transfer Web	
Set-up Fee	SME - GHC 50.00 Corporate - GHC 100.00
Recall Fee	GHC 20.00 per transaction
E-Redemption (Corporate Account)	
Set-up Fee	GHC 500.00
Transaction Fee	GHC 5.00 per transaction
Retail	
E-Bundle Fee (USSD, Internet Banking, ZMobile, ZPrompt	GHC 5.00 Monthly

Internet Banking	
Transfer within Zenith	Free
Transfer to other Banks	GHC 5.00 (ACH Standard - Next day) GHC 12.00 (ACH NRT) 1% of amount (Min GHC 1.00/Max GHC 10.00 (GIP)

Zenith Cash Out (Internet Banking, USSD & ZMobile)

1% of amount (Min GHC 5.00/Max GHC 20.00)

**USSD** 

GHC 5.00 (ACH Standard - Next day) 1% of amount (Min GHC 1.00/Max GHC 10.00 (GIP)

Bank2Wallet

1% of amount (Max GHC 15.00)

**ZMobile** 

Transfer to other Bank Accounts 1% of amount (Min GHC 1.00/Max GHC 10.00 (GIP)

ACH Standard (Next Day) GHC 5.00

ACH (NRT) GHC 12.00

Transfer to Mobile Money Wallets 1% of amount (Max GHC 15.00)

**MERCHANT PAY** 

Set-up Fee GHC 100.00

Transfer within Zenith Free

Mobile Wallet Payments 1% of amount (Max GHC 10.00)

**ACH Direct Debit** 

Set-up Fee GHC 500.00

Transaction Fee GHC 3.00 per presentment

**PoS** 

Set-up Fee GHC 150.00

**Merchant Settlement** 

Mastercard, Visa + Gh-link 0.5% to 3% depending on merchant category

Diners Club/China Union Max 5%

Mobile Money on POS 1%

Gh-link Max 2%

**GlobalPAY** 

**Set-up Fee** 

Integration GHC 1,000.00

Storefront N/A

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#### **Settlement Commission**

Cards 2% - 5%

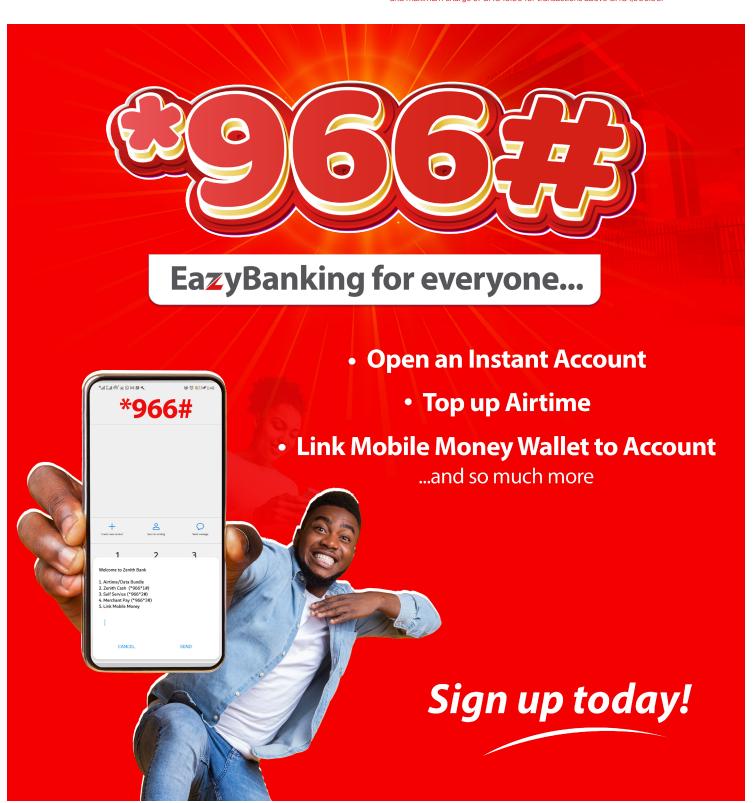
Momo 1.5% capped at GHC 30.00

#### **Merchant Settlement**

Merchant/Agent Set-up Fee

Cardless ATM withdrawal

1% of transaction amount or a minimum of GHC 0.50p for transactions below GHC 50.00 and maximum charge of GHC 10.00 for transactions above GHC 1,000.00.



LOCAL A	CCOUNT CHARGES
Service Type	2024 Charges
СОТ	
Individuals	GHC 1.00 per mille. Min GHC 2.00/Max GHC 10.00
SME Micro	GHC 50.00
SME Small & Medium	GHC 100.00
Corporates	GHC 1.50 per mille. Min GHC 10.00/Max GHC 5000.00
Opening Balance	
Current Account (Individuals)	GHC 50.00
Savings Account	GHC 50.00
Corporates	GHC 100.00
ZECA	GHC 100.00
ZECA Plus	GHC 500.00
All SME accounts	GHC 100.00 min
Aspire Account Discount	
Aspire Account	50% reduction on regular banking charges on e-channels
Salary Processing	
Internal	Free
internal	1166
Corporate Search fee	
	GHC 50.00
External (via ACH)	
Bulk Salary Processing via ACH Express	GHC 7.50 per item
Bulk Salary Processing via ACH Standard	GHC 6.00 per item
Standing Order	
Internal (Intra-Account)	Free
Internal (Inter-Account)	GHC 2.50
External/via ACH	GHC 10.00
Insufficient Funds	Free

ACH Direct Debit/Credit (Walk-in)	
ACH Direct Debit	GHC 3.00 per transaction
ACH Credit One-off (ACH Standard)	GHC 20.00
ACH Credit One-off (ACH Express)	GHC 25.00
Near Real Time (ACH NRT) - One-off	GHC 30.00
Amendments/Recall	GHC 20.00 per transaction
Near Real Time (ACH NRT) - Bulk	GHC 10.00 per item
ACH Direct Debit Returns	N/A

GIS Transfer (Walk-in)	
Transfer to Third Party/Other Bank	GHC 50.00
Amendments/Recalls	GHC 20.00 per transaction

Cheque/Voucher Retrieval	
Up to 3 months	GHC 20.00 per voucher/instrument
3 months to 1 year	GHC 30.00 per voucher/Instrument
1 - 3 years	GHC 50.00 per voucher/Instrument
3 - 5 years	GHC 60.00 per voucher/Instrument

Cheques	
Counter Cheque	GHC 15.00
Stopped Cheque	GHC 10.00 per leaflet GHC 50.00 (5 or more leaflets)
Transit Cheque Clearing (Normal)	N/A
On-us Cheque Clearing Returns (Normal)	N/A
Special Clearing	0.25% of face value Min GHC 50.00/Max GHC 200.00
On-us Cheque Clearing Returns (Express)	N/A

### On a Zenith POS...

## ...you have various payment options!

Simply Tap to Pay with your Zenith Contactless Card, your smart device or pay via your mobile money wallet.









Cheque Book	
Personal	
25 leaves	GHC 30.00
50 leaves	GHC 60.00
Corporate	
50 leaves	GHC 60.00
100 leaves	GHC 110.00
Cheque + Save	
25 leaves	GHC 30.00
Platinum	
25 leaves	GHC 30.00
50 leaves	GHC 60.00
Funds Transfer	
Transfer across our network	Free
Transfer through Internet Banking (ACH NRT)	GHC 25.00
Transfer through Internet Banking (GIP)	1% of amount (Min GHC 1.00/Max GHC 10.00 (GIP)
Transfer through Internet Banking (ACH Standard)	GHC 10.00
Transfer to Third Party (Customer to Non-Customer) Over the Counter	$\frac{1}{2}$ % of face value (Min GHC 15.00/Max GHC 40.00)
Non-Customer Transfer (Non-Customer to Non-Customer) Over the Counter	1/2% of face value (Min GHC 25.00/Max GHC 50.00)
Payment Orders/Manager's Cheque	
Customers	1/2% of face value (Min GHC 10.00/Max GHC 50.00)

- ayment Orders/ Manager's Crieque	
Customers	$^{1}\!/_{2}\%$ of face value (Min GHC 10.00/Max GHC 50.00)
Non-Customers	$^{1}\!/_{2}\%$ of face value (Min GHC 20.00/Max GHC 50.00)
School Fees/Exam Fees	GHC 15.00

Statement Request		
Monthly/Regular (via email)	Free	
Paper	GHC 10.00 per sheet	
Embassies/Bank's Endorsement Statement		
1 - 15 pages	GHC 100.00 flat	

Every additional page above 15 pages

GHC 5.00 per sheet

External Correspondence Letters		
Auditors Confirmation	GHC 100.00	
Reference - Corporate	GHC 50.00	
Reference - Individual	GHC 50.00	
Clearance - Corporate/Individual	GHC 50.00	
Introductory - Corporate	GHC 50.00	
Introductory - Individual	GHC 50.00	
Confirmation - Corporate	GHC 50.00	
Confirmation - Individual	GHC 50.00	

Cash Pick Ups

Weekdays GHC 250.00 per pick

Weekends/Holidays GHC 300.00 per pick

**Service Type** 

Inter-City Arrangement Subject to negotiation

On-site Teller GHC 2,000.00 per pick

**Custodian Services** 

Funds under management 0.18% - 0.28% per annum

Platinum

Customers with salary GHC 15,000 and above GHC 50.00

Customers with DDA balance GHC 50,000 and Free

above

Funeral collection charges

3% of total collections (Min GHC 5,000)



FOREIGN ACCOUNT CHARGES		
Service Type	2024 Charges	
Opening Balance		
FEA/FCA	\$500/£500/€500	
BoG Fees on smaller Dollar denominations (\$1, \$2, \$5, \$10, \$20)	2% of face value	
СОТ		
Foreign Exchange Account (Locally Generated Funds)	Not Applicable at present	
Foreign Currency Account (Offshore Account)	Not Applicable at present	
Cheque		
Stop cheque	\$15/£11.80/€13.80 per leaflet \$30/£24.50/€28.20 5 or more leaflets	
Counter cheque	\$4/£3.20/€3.75	
Closure of A/Cs	Free	
Cheque Books (USD)		
Individual		
25 leaves	\$4/£3.20/€3.75	
50 leaves	\$8/£6.40/€7	
Corporate		
50 leaves	\$8/£6.40/€7	
100 leaves	\$10/£8.10/€9.40	
Chahamant Daminat		
Statement Request  Monthly/Regular (via email)	Eroo	
• •	Free #9/55 70/5740	
Paper	\$8/£6.30/€7.40 <sub>flat</sub>	
Embassies/Bank's Endorsement Statement		
1-15 pages	\$10/£8/€9.40 flat	
Every additional page above 15 pages	\$2/£1.60/€1.90 per sheet	

TREASURY OPERATIONS CHARGES (TROPS)		
Service Type	2024 Charges	
Local Forex Transfer (FEA-FEA) to other Banks	1% of face value Ceiling: \$200, Floor: \$25	
GIS Transaction Processing Fees	GHC 50.00	
Request for extension of cut-off time	GHC 550.00	
Payment sent beyond cut-off time	GHC 250.00	
Request for cancellatiion of payments	GHC 150.00	
Interbank settlement of local forex payment cheques	N/A	
Interbank settlement of local forex transfer	N/A	
Commission on forex withdrawal	3% of face value Min \$20.00	
Amendments/Returns/Recalls (SWIFT/GIS)	GHC 20.00 per transaction	
Amendments/Returns/Recalls (FX Transfers)	\$10.00	
Returns/Recalls of Foreign Inflows	\$50.00	
Offshore Draft Charge	1% Min \$25.00 (Customers) 1% Min \$50.00 (Non-Customers)	
GIPC Confirmation Processing Fee (Initial)	GHC 200.00	
GIPC Confirmation Processing Fee (Additional)	GHC 100.00	



# Your electronic financial needs in one bundle

"Value for Money"

TRADE CHARGES		
LETTERS OF CREDIT (IMPORTS)		
Service Type	2024 Charges	
Cash Covered (100%)		
Sight	1% per quarter Min of \$200	
Deferred	1.5% per quarter Min of \$200	
Partial Cash Covered (Min 50%)		
Sight	Refer to cash and non-cash covered charges	
Deferred	1.75% per quarter Min of \$200	
Non-Cash		
Sight	1.5% per quarter Min of \$200	
Deferred	2% per quarter Min of \$200	
SWIFT		
	\$30	
Confirmation		
	1% per quarter Min of \$500	
Cancellation		
	\$150 + SWIFT	
General Amendment		
	GHC 100.00 + SWIFT	
Discrepancy		
	\$150/£80/€100	
Increase in Amount/Extension		
	As per LC charge	
LC Payment		
	O.5% Min of \$300	

LETTE	RS OF (	CREDIT (	EXPORTS)

**ADVICING COMMISSION** 

Customers GHC 50.00 per bill

Non-Customers \$75

Other Banks \$100

Acceptance/Deffered payments According to commercial/country risk rating,

subject to a minimum of €500 per quarter

Confirmation commission According to commercial/country risk rating,

subject to a minimum of €500 per quarter

Negotiating commission 1% of FOB value Min \$300

Document examination 0.125% Min \$300

Cancellation \$150 + SWIFT

Expired/Utilized Letters of Credit \$150 + SWIFT

Postage/Courier \$50

Transfer of L/C 0.125% Min \$300 + SWIFT

Handling commission GHC 100.00

**DOCUMENTARY BILL FOR COLLECTION (INWARD-IMPORTS)** 

Handling commission 0.75% FV Max \$300

Avalisation 1% Per guarter upfront

Reminder on Overdue Bills GHC 60.00

Document Transfer to other Banks GHC 200.00

**EXPORT DOCUMENTARY BILLS FOR COLLECTION** 

Handling commission 0.75% FV Max \$300.00

Status of Bill (Tracers)/Advice of Fate GHC 50.00 + SWIFT

Courier \$50

**PAYMENT COMMISSION** 

Own resources (FCA) 0.75% FV + SWIFT charge

Own resources (FEA) 2% FV + SWIFT charge

Cedi account 1% FV + SWIFT charge

Amendments to SWIFT transfer GHC 100.00 + SWIFT charge

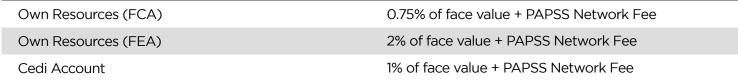
**PAPSS Charges** 

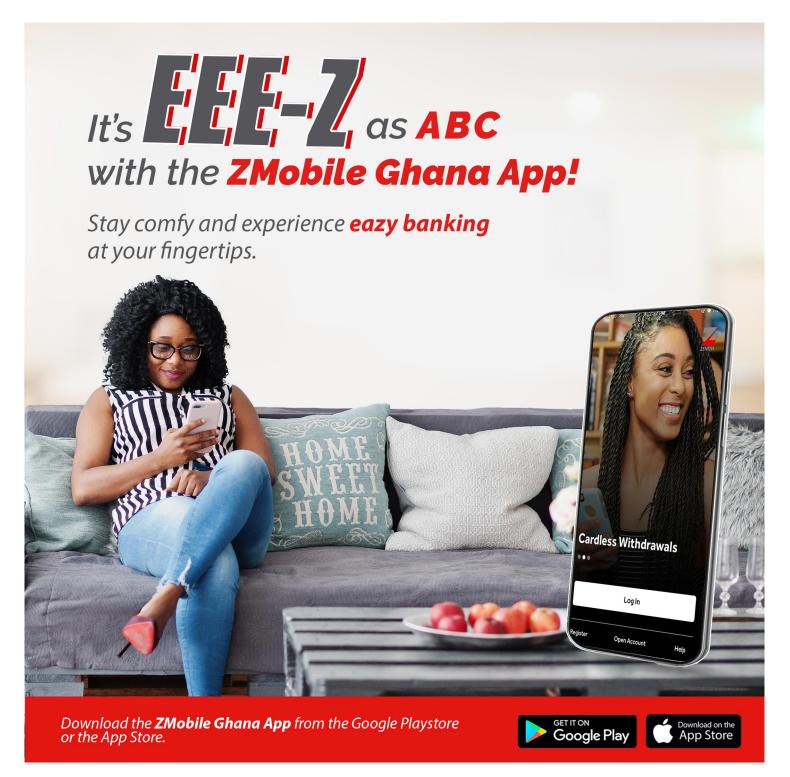
**Cedi Account (SSA-1)** 

T1 (USD 0-200) \$3.00 + 1.5% of amount

T2 (USD 201-2,000) \$6.00 + 1.5% of amount

T3 (USD 2,001-15,000)	\$12.00 + 1.5% of amount
T4 (USD 15,000+)	\$19.00 + 1.5% of amount
Cedi Account (SSA-3)	
PAPSS Network Fee	\$20
Transaction Fees	
Own Resources (FCA)	0.75% of face value + PAPSS Network Fee





CHARGES FOR FEES FOR LENDING PRODUCTS & SERVICES			
Facility Type		Approved Fees	
Overdraft	Processing  Management  Default charge  Arrangement Fee  Half Yearly monitoring fee  Penal rate	1.5% 1.5% 2% on outstanding facility 1% 0.35% on facility amount 45%	GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min
Term loans	Processing Management Default charge Arrangement Fee Half Yearly monitoring fee Penal rate	1.5% 1.5% 2% on outstanding facility 1% 0.35% on facility amount 45%	GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min
Guarantees	Guarantee Fee Processing Fee Guarantee monitoring fee Quarterly fee	2.5% 1% 1% 0.25%	GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min
Bid Bonds	Issuance Processing	2.5% 0.5%	GHC 2000.00 Min GHC 2000.00 Min
Import Finance	Management Processing Default charge	1.5% on the facility line 0.5% per tranche disbursed 2% on outstanding facility	GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min
Non-Commital Letters			GHC 4000.00 Min
Retail Loans	Management Processing Insurance Fee Default charge	1.5% on the facility line 1% on the facility line 1% on outstanding facility 1% on outstanding facility	GHC 2000.00 Min GHC 2000.00 Min GHC 2000.00 Min
For all facilities			
Facility Restructuring/ Extension fee		1%	GHC 2000.00 Min
Commitment fee		1%	GHC 2000.00 Min
Collateral Processing fee		1/0	OI IC 2000.00 MIN

This document and its contents is subject to review based on changes in market conditions.