



Charges on Retail E-banking.		
	Transactions/Service	Amount in KES
1	Account information	Free
2	Balance enquiry	Free
3	Ebanking Mail facility between Customer and RM	Free
4	Cyber receipts of transfers	Free
5	Fixed Deposit modelling	Free
6	Loan modelling	Free
7	Self downloaded Statement(s) by the client	Free
8	Funds Transfer- self-linked and third party transfers.	50.00
9	Statement(s) request to be printed by the bank per Page	50.00
10	E-banking registration fee (one off fee)	1200.00
11	Standard charge on all request(s) -per request	30.00
	a. Account opening request	30.00
	b. Cheque book request	30.00
	c. Lost ATM Card request	30.00
	d. Fixed deposit renewal request	30.00
	e. Fixed deposit breaking request	30.00
	f. Loan request	30.00
12	Activation of dormant account(s)(per account) 6 Months	200.00
13	Pin regeneration	200.00
14	Courier services abroad per each mail sent by the bank	1740.00
	* Clients in the US and UK - 1740KES Courier Charge does not apply as PINS are mailed to the agent.	
	*Otherwise for all services the normal banking charges apply.	