



# **Service and Price Guide Ghana**

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Effective January 31<sup>st</sup>, 2018

## Personal Banking

### Current Account

#### Initial Opening Balance

Standard Current Account	100
Access 247	20

#### Monthly Service Charge

Standard Current Account	15 Flat
Access 247	Free

### Savings Account

#### Initial Opening Balance

Savings Plus *	100
My Dream Account (For kids below 18yrs)	200

#### Minimum Operating Balance\*\*

Savings Plus	100
My Dream Account	100
Savings account monthly service charge	Free

\*After 4 branch withdrawals, customer forfeits interest for the month

\*\*Customers will not be allowed to withdraw below the minimum balance

### Debit Cards

#### Card issuance/re-issuance fee

Card issuance/re-issuance fee	
Visa Gold	15
Visa Gold (Access 247)	15

#### Maintenance fee per month

Visa Gold	15
Non collection of cards after 3 months	15
Lost/damaged cards	15

#### Withdrawal fee per transaction from

SCB ATMs	Free
Other Bank ATMs (Domestic)	5
Other Bank ATMs (International)	\$2, €1.6, £1.1
In- Branch Cash Withdrawal of less than GHS1,000	5
Payments via POS terminals	Free
Optional Issuer Fee (OIF)	4.5% of the exchange rate
Other Banks ( per transaction)	GHS 6

## Personal Loans

#### Arrangement Fee

(Spread over loan term)

New Loans	2.5%
Top Ups	2.0%
Early Settlement Fee	0.25% (on loan balance)

## Premium Service

### Current Account

#### Initial Opening Balance

Premium Current Account	1,000
Diva Club Current Account	1,000

#### Monthly Service Charge

Premium Current Account *	18 Flat
Diva Club Current Account	18 Flat

\* No Monthly Service Charge for average balances above GHS 10,000

### Savings Account

#### Initial Opening Balance

Premium Savings Account	1,000
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#### Minimum Operating Balance

Premium Savings Account	500
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#### Monthly Service Charge

Monthly Service Charge	Free
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### Minimum Relationship Balance Requirement

#### Priority Banking

(Total balance on all accounts held)	150,000
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### Debit Cards

#### Card issuance/re-issuance

Card issuance/re-issuance	
Visa Platinum	50
Visa Infinite	By invitation

#### Maintenance fee per month

Visa Platinum	25
Visa Infinite	35
Non collection of cards after 3 months	10
Lost/damaged cards - Platinum	50
Lost/damaged cards - Infinite	100

#### Withdrawal fee per transaction from

SCB ATMs	Free
Other ATMs (Domestic)	5
Other ATMs (International)	\$2, €1.6, £1.1
Payments via POS terminals	Free
Optional Issuer Fee (OIF)	
Platinum	4%
Infinite	3%

## Credit Card

#### Annual Fee Primary (GHS)

Platinum	120.00
Infinite	300.00

#### Annual Fee Supplementary

First 2 cards Free (GHS)	
Platinum	60.00
Infinite	150.00

#### Late payment charge (GHS)

Platinum	25.00
Infinite	25.00

Over credit limit charge (GHS)	Platinum 25.00 Infinite 25.00
Card replacement fee (GHS)	Platinum 50.00 Infinite 50.00
Interest rate of Retail Spend (p.a)	41.88%
Interest rate of Cash withdrawal (p.a)	41.88%
Cash withdrawal charge (whichever is higher)	3% / GHS 25.00

## General Banking Services

### Local Currency Cheques

#### Personal Cheque/Withdrawal book

50 leaflets Savings Account withdrawal book	20
50 leaflets Current Account cheque book	20

#### Clearing

Special Clearing	50 Flat
Local Clearing	Free

#### Returned Cheque

Insufficient funds	10% of value
Other Technical Reasons	12
Counter Cheque	5
Stopped Cheque	20 Flat
Cheque/Voucher retrieval	20
Account Closure	Free

#### Statements

Dating beyond 1 year	5 per sheet
Over 3 years	5 per sheet
Duplicate statements	5 per sheet
Visa statements	5 per sheet

#### Standing Orders

Internal	Free
External	5
Standing order default for insufficient funds	10

*Note Instruction will be cancelled after third instance of default*

#### Money Transfer (In Country)

##### In-Branch Request

Local Currency	
Transfer across SCB network	Free
Transfer to another bank	0.25% of value, Min 15, Max 200
Foreign Currency	0.25% of value,
Transfer to another bank	Min USD5, GBP5, EUR5 and Max USD50, GBP50 and EUR50

### Online Transaction

Local Transfer- GIP, GIS or ACH platform	0.25% of Face Value, Min 8, Max 100
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### Outward TT

International(All others)- Manual	1.5% of value, Min GHS160, \$40, EUR36, GBP30, No Max
International ( All others)- Online	0.75% of value, min GHS80, \$20, EUR18, GBP15, No Max
Correspondence bank charges	Min USD30, GBP12, EUR20 and Max USD 40, GBP15 and EUR25

Amendment for outward transfer instruction	100 Flat
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Local Transfer	
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### Inward TT

	0.5% of Face Value Min GHS 100, \$25, Eur20, GBP15 and Max GHS1,000, \$250 Eur 200 and GBP 200
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### Bank Cheque/Cashiers' Order

Purchase / Repurchase	0.25% of value, Min 20, Max 50
School Fees / Exams Fees	10 Flat

### Salary Processing

Straight2Bank (Internet)	Free
Automated Processing	Free
Manual Processing	Free

### Digital Banking Services

Online Banking (Internet)	Free
e-Statements	Free
SMS-Alerts	1.5 (monthly)
Mobile Banking	Free

## Foreign Currency

### Initial Opening Balance

Current Account	\$500, £250, €300
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### Internal Trade Account

SCB to SCB	Free
International (All Other)	0.5% of face value min GBP60, \$40, EUR40

### Monthly Service Charge

Average Credit Balance	USD	EUR	GBP
<5k	5	5	5
5k-10k	15	15	15
10k-25k	25	25	25
25k-50k	45	45	45
50k-100k	65	65	65
100k-200k	80	80	80
>200k	100	100	100

## Debit Cards

### Card issuance/re-issuance

Visa Gold	\$5, €4, £3
Visa Platinum	\$15, €12 £10
Visa Infinite	By invitation

### Maintenance fee per month

Visa Gold	\$3, €2.5, £2
Visa Platinum	\$4, €3, £2.5
Visa Infinite	\$6, €5, £3

### Foreign Cash Withdrawal

FCA Accounts	2.5% of value
FEA Accounts	Free
FEA Accounts	2.5% of value if funds came from off-shore

### Foreign Deposits

Cash deposit into FEA account	Free
Foreign Cheque Deposits	2.5% of face Value, No Max
Foreign Transfer from a Resident Bank	2.5% of face Value, No Max
Foreign Transfer from FCA into FEA	2.5% of face Value, No Max

## Foreign Currency

### Clearing

Special Clearing	\$10, EUR8, GBP 6
Returned Cheques	10% of transaction value

### Statement Request

VISA Statement	Equivalent of GHS 5 per sheet
Duplicate Statement	Equivalent of GHS 5 per sheet

## Business Banking

### Local Currency

#### Initial Opening Balance

Current Account	4,000
International Trade Account	4,000
Savings Account (Initial Opening Bal.)	4,000
Minimum operating balance	2,000

### Monthly Service Charge

GHS 50K	60 Flat
GHS 50K - GHS 100K	80 Flat
GHS 100K - GHS 200K	200 Flat
<GHS 200K	300 Flat

### Local Currency Cheques

100 leaves cheque book	40
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### Clearing

Special Clearing	0.25% of value, min 50 max 200
Local Clearing	Free

### Returned Cheque

Insufficient funds	10% of value
Other Technical Reasons	10
Stopped Cheque	25
Cheque/Voucher retrieval	30
Screen Printed/Interim Statement (per sheet)	5 Flat
Account Closure	Free

### Standing Orders

Internal	Free
External	5
Standing order default for insufficient funds	20
<i>Note Instruction will be cancelled after third instance of default</i>	

### Digital Channels

#### Straight2Bank

Set-up	Free
Maintenance Fee	Free
Transactional Fees	Manual Online
Book Transfer	1.0 Free
Automated Clearing House (ACH)	2.5 2
Local Bank Cheque (LBC)	3.0 2.0
Corporate Cheques (Bank's Forms)	3.0
Corporate Cheques (Customer's Forms)	0.5

## Business Banking

### Statements

Screen printed statements	3 per sheet
Duplicate statements	5 per sheet
Visa statements	5 per sheet
Introductory/Comfort Letter	50
Auditors Confirmation /Account Confirmation / Letter of Intent	300
Equity Confirmation	350
Dating beyond 1yr	GHS 5 per sheet
Over 3yrs	GHS 5 per sheet
Screen Printed/Interim Statement (per sheet)	GHS 5 per sheet

Business Registration Confirmation	200
Pick Up/Delivery Services	
Cash/Cheque Pick up (intra city)	40 per pick
(inter-city charge will be negotiated)	45 per pick
	delivery/Holidays

## Business Banking

### Local Currency

#### International Trade Account Charges

#### Internal Trade Account

SCB to SCB	Free
International (All Other)	0.5% of face value min GBP60, \$40, EURO40

### Outward TT

International (SCB to SCB)	Free
International (All others) - Manual	0.75% of value, Min GHS160, \$40, Eur36, GBP30, No Max
International (All others) - Online	0.5% of value, min GHS80, \$20, Eur18, GBP15, No Max
Amendment for outward transfer instruction	100 flat
Local Transfer (GIP, GIS or ACH platform)	0.25% of Face Value, Min 8, Max 100
Inward TT	0.5% of Face Value Min GHS100, \$25, Eur20, GBP15 and Max GHS1,000, \$250 Eur 200 and GBP200

### Letters of Credit

#### Import LCs

Establishment	1.0% pq(sight) and 1.5% pq(usance) or part thereof + SWIFT + Courier cost (to be taken upfront)
Amendment Commission	As above on the enhanced (extension or increase in amount) amount + SWIFT
Subsequent Months	0.5% per month (Min 400)

## Business Banking

#### Import LCs

Swift Charges	150 Flat Extension/General
Amendments	
Import LC Cancellation	150 + swift Discrepancy 150 350 + SWIFT

#### Export LCs

Advising Commission	150
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#### Export LC Amendment

Amendment Notification	500
Confirmation	0.75%, Min 600

#### Bills for Collection

Import Bills	
Acceptance commission/Handling Fee	0.25% of bill
Payment Commission	0.75% (Min 200)
Swift Charges	150 Flat
Chaser Charges	100 Flat

### Export Bills

Negotiation Commission	600 Flat
Courier Charges	As per DHL Tariff
Chaser Charges	100

### Bank Guarantees / Performance Bonds

Establishment	1% of face value
Amendments	1% of face value
Extension	0.5% of face value

## Business Banking

### Foreign Currency

#### Initial Opening Balance

Current Account	\$1,000, £1,000, €1,000
Savings Account	\$1,000, £1,000, €1,000

### Monthly Service Charge

Average Credit Balance	USD	EUR	GBP
<5k	5	5	5
5k-10k	15	15	15
10k-25k	25	25	25
25k-50k	45	45	45
50k-100k	65	65	65
100k-200k	80	80	80
>200k	100	100	100

### Outward Telegraphic Transfers

Outward transfer - Manual	1.5% of value, Min GHS160, \$40, Eur36, GBP30, No Max
Outward transfers - Online	0.75% of value, min GHS80, \$20, Eur18, GBP15, No Max

Amendment for outward transfer instruction	100 flat
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Inward Transfer	0.5% of Face Value, Min GHS100, \$25, Eur20, GBP15 Max GHS500, \$125 Eur100, GBP80
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### Foreign Deposits

Cash deposit into FEA account	Free
Cheque deposit into FEA account	2.5% of value, No Max
Foreign Transfer from a Resident Bank	2.5% of face value, No Max
Foreign Transfer from FCA into FEA	2.5% of face Value, No Max

### Foreign Cash Withdrawal

FCA Accounts	2.5% of value
FEA Accounts	Free
FEA Accounts	2.5% of value if funds came from off-shore

#### Statement Request

VISA Statement	GHS 5 per sheet
Duplicate Statement	GHS 1 per sheet

## Corporate & Institutional Banking / Commercial Banking

#### Local Currency

##### Initial Opening Balance

Current Account	1,000
Savings Account	3,000

##### Minimum Operating Balance

Current Account	0
Savings Account	2,000

#### Local Currency Current Account

Account maintenance fee per account	GHS 120 per month
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#### Foreign Currency Current Account

Account service fee per major currency account	USD: \$35, GBP: £25, EUR: €27
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\*all other currency accounts will be charged the equivalent of USD 35

Foreign currency cash withdrawal (FCA & offshore funds from FEA)	2.5% of value
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#### Virtual Accounts

Per setup - one off	GHS 100
Maintenance fee – per month	GHS 35

## Corporate & Institutional Banking / Commercial Banking

#### Statement and Reporting

Monthly online account statement	Free
Monthly paper account statement	GHS 1.5 per sheet
Monthly paper interest statement	GHS 1.5 per sheet
Daily paper statement	GHS 3 per sheet
Statement retrieval request (<6 months)	GHS 1.5 per page
Statement retrieval request (>6 months)	GHS 3 per page
SWIFT end of day reporting (MT940)	GHS 150 per account per month
SWIFT intraday reporting (MT942)	GHS 200 per month
Visa Statement	GHS 5 per sheet
Duplicate Statement (Hard copy)	GHS 3 per sheet
Duplicate Statement (Soft copy)	GHS 0.5 per sheet

#### Payment Services

##### Mobile Money Transfers

Funds transfer from account to Airtel mobile wallet	GHS 1.50
Inward Transfer from Airtel mobile wallet to bank account	GHS 2

#### Local Currency Inter-Bank Transfer

Electronic ACH / GIS / RTGS Instruction	GHS 2.50
Manual ACH / GIS / RTGS Instruction	GHS 7.5
Inward Direct Debit	GHS 2.50
Outgoing Ghana Instant Pay (GIP) transaction	GHS 10
Manual Salary Processing	GHS 2.50
Electronic Salary Processing	GHS 1.0

#### Book Transfers

Electronic LCY Book Transfer	No Charge
*Electronic FCY Book Transfer *FEA to FCA transfers are not permitted by law*	No Charge
Manual Book Transfer (LCY & FCY*)	GHS 1.00 USD 1.00

#### Foreign Currency Transfers/OTT

Electronic Transfer	0.75% of Value, subject to a minimum of GHS 150
Manual payment request	1.5% of Value, subject to a minimum of GHS 200
Correspondent Bank charges (applicable for OUR charge options)	Approx GHS equivalent of USD 40*

\*Actual amount dependent on fees charged by the relevant correspondent bank

#### Foreign Currency Collections / ITT

Inward Telegraphic transfer	0.1% of Value
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#### Cheques issuance

Local Currency Cheque book Issuance	GHS 30
Foreign Currency Cheque book Issuance	USD 15
Electronic Local Bank Cheque issuance	GHS 3
Manual Local Bank Cheque issuance	GHS 30

## Corporate & Institutional Banking / Commercial Banking

#### Returned Cheques

Insufficient funds	10% of value, Min 50
Other Reasons	GHS 20
Cheque Purchase	0.5 % of value, Min10
Cheque/Voucher retrieval	GHS 30
Stopped Cheques	GHS 25

#### Collections Services

##### Direct Debit Transactions

Electronic interbank credit	GHS 0
Direct Debits (credit on value date)	GHS 2
Direct Debit from SCB (Manual)	GHS 4.5
Direct Debit from 3rd party (Electronic only)	GHS 2
Direct Debit from SCB (Electronic)	GHS 1.50
Direct Debits Mandates Management	GHS 0.80 per mandate
Direct Debit Rejects (per reject)	GHS 1.50
Direct Debit Returns (per return)	No charge

### Local Currency (GHS) Cash & Cheque Deposits

Cheque deposit	Free
Cash Deposit	Free
Stop payment request	GHS 20
Special clearing (Local currency cheque)	GHS 25
Special clearing (Foreign currency cheque) -	USD 25, EURO 25, GBP20
Cheque image request	GHS 10
Cash deposit at Branch/Cash Centre	Free
Customised Deposit book	Up to GHS20 per book

### Pick Up/Delivery Services

Cash/Cheque Pickup (intra city)	GHS 50 per pick weekday; GHS 55 per pick weekend/holiday. Inter city charge to be negotiated
Onsite Teller	GHS 1600 monthly per teller

### Channels: Straight2Bank (S2B) Web Setup and Implementation

S2B – Setup and implementation	Free
S2B – Monthly Maintenance fee	Free
S2B – Approver token (per device)	Free
S2B – Password resets user	Free
S2B – Replacement of approver device	GHS 50
S2B – Reactivation of expired user profile	Free
S2B – Retraining	GHS 150
S2B – Info Manager access fees	Free
H2H – Set UP and Implementation	GHS1500

## Corporate & Institutional Banking /Commercial Banking

### Virtual Accounts

Per setup - one off	GHS 100
Maintenance fee - per month	GHS 35

### Miscellaneous

#### One off charges

Bank Confirmation	Free
Full Audit confirmation	GHS 25
Proof of payment (SWIFT)	GHS 10
Beneficiary advising (e-mail & Fax)	GHS 0.50

### Investigations

#### Inquiry > 6 months: Best effort

Recall of funds	Free
Amendment request	Free
Cancellation request	Free

### Inquiry > 6 months

Recall of funds	Free
Amendment request	Free
Cancellation request	Free
Non receipt of funds	Free
Unable to apply	Free

## Trade Imports

### Letter of Credits excl VAT

Issuance Commission for Sight/ Usance LCs	1% per quarter (sight) and 1.5% per quarter (usance) or part thereof + SWIFT + Courier cost (to be taken upfront)
SWIFT	GHS 100
Drawing under LC (Presentation)	0.5% of value
Discrepancy Fee	GHS 250
LC Confirmation	Commission charged at 0.50% per quarter upfront

### Back-to-Back Letter of Credits

	1% per quarter (sight and 1.5% per quarter (usance) or part thereof + SWIFT + Courier cost (to be taken upfront)
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### Revolving Letter of Credits

	1% per quarter (sight and 1.5% per quarter (usance) or part thereof + SWIF + Courier cost((to be taken upfront)
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## Corporate & Institutional Banking /Commercial Banking

### Standby Letter of Credits

Issuance Commission	Commission charged up front at 1% negotiated per quarter, subject to a minimum of GHS 500
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### Amendments to Letter of Credits

Amendment Commission (Extension/Increase in amount)	As per issuance commission on the enhanced amount + SWIFT
General Amendments	GHS 200 + SWIFT

### Documentary Import Bills for Collection

Acceptance Commission /Handling	
Fee 400 Flat	0.25% of bill amount
Payment Commission 0.75% (Min 200)	0.75% ( Min 200)
Swift Charges 150 Flat	150 flat
Chaser Charges 100 Flat	100 flat

## Trade Exports

### Letter of Credits

Advice of letter of credit	GHS 100
Advice of documentary credit (Non A/C Holders)	GHS 100
Amendment of documentary credit	GHS 100
Amendment of documentary credit (Non A/C Holders)	GHS 100
Negotiating Commission Under LC	0.5% (Min 500)+ Courier cost per parcel

### Confirmation of Letters of Credits

Confirmation	0.50% per quarter, subject to a minimum of GHS 500
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### Transfer of Letter of Credits

Transfer of LCs	0.5% of the LC value+ SWIFT Charge
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### Discounts

Discounts	1 month Libor + 10% per annum
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### Export Bills for Collection

Issuance Handling Commission	GHS 100
Settlement Commission	0.1% of bill amount + Courier cost
Export Under Credit	0.75% of bill amount + Courier cost

## Corporate & Institutional Banking /Commercial Banking

## Trade Exports

### Guarantees/Bonds

Issuance of guarantee	Commission charged upfront at 1% negotiated per quarter, subject to a minimum of GHS 500
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Amendment Extension/  
Increase in Value

Amendments (others)

Shipping Guarantee.

### Open Account Transfer

Settlement Commission (Payment) 0.75% of bill amount, subject to a minimum of GHS 200

### Miscellaneous

Per Swift message GHS 100

Discrepancy fee (on each set of documents) GHS 250 will be charged for each set of discrepant documents

Courier fees dependent on Actual charge delivery location

As above on the enhanced amount +SWIFT  
GHS 100 + SWIFT  
0.5% per quarter, subject to a minimum of GHS 250 to be taken upfront

\* GHS fees for foreign currency accounts may change subject to changes in FX rates

\* All fees quoted above exclude taxes