Fees & Charges 2022 / 2023

General fees for financial services (including 14% VAT) as from 1 April 2023

GENERAL BUSINESS ACCOUNTS	
Monthly maintenance	P87.97
Monthly bank e-statements	Free
Monthly bank statements posted	P11.06
Weekly bank statements (per page)	P8.09
Daily bank statements (per page)	P8.11
Copies of bank statements (less than 6 months over-the-counter per page)	P8.64
Copies of bank statement and old records (over 6 months over-the-counter per page)	P41.40
Copies of deposit slips-less than 6 months per page	P32.13
Copies of deposit slips-more than 6 months per page	P35.92
Overnight cash deposit (monthly)	P176.99
Over-the-counter cash withdrawal	0.41% of Pula value min 27.07 max P422.36
Over-the-counter cash deposit	0.57% of Pula value min P3.73 max P1,082.98
Over-the-counter cheque encashment	Free
Over-the-counter cheque deposit	Free
Balance enquiry	P67.88
Stop payment	P88.12
Incomplete deposit slip	P47.84
Sweeping charge	P5.43
Activation of dormant account	Free
Closing of account	Free
Auditor's information charge	P210.64
Corporate payroll - maintenance fee	Free
Corporate payroll - activity fee (per transaction) manual processing	P14.86
Exchange of notes/coins over-the-counter (non-BG customers)	0.59% of Pula value min P163.37 max P1,127.23
Referral fees (calling customer to normalise excess per minute)	P30.54
GENERAL PERSONAL ACCOUNTS	
Monthly Maintenance – Ordinary Cheque Account	P41.51
Monthly Maintenance – Wiz account	Free
Monthly Maintenance – Fuze account	P6.41
Monthly Maintenance – Easy Transact account	P16.76
Monthly Maintenance – Selekt Silver account	P24.65
Monthly Maintenance – Selekt Gold account	P176.54
Monthly e-bank statement	Free
Monthly bank statements posted	P11.06
Weekly bank statements	P8.26
Daily bank statements (per page)	P8.26
Copies of bank statements (less than 6 months over-the-counter per page)	P28.92
Copies of bank statement and old records (over 6 months over-the-counter per page)	P38.37
Copies of deposit slips-less than 6 months per page	P7.48
Copies of deposit slips-more than 6 months per page	P8.73
Overnight cash deposit	P176.99
Over-the-counter-cash withdrawal	0.41% of Pula value min P27.07 max P427.19
Over-the-counter-cash withdrawal (Wiz)	P24.99
Over-the-counter cash deposit	0.36% of Pula value min P3.69 max P1,127.23
Over the counter cash deposits - (Wiz account)	Free
Over the counter cash withdrawal - (Fuze account)	P25.85
Over the counter cash deposits - (Fuze account)	Free
Referral fees (calling a customer to normalise excess) (per minute)	P14.75
Exchange of notes/coins over-the-counter (Non-BG customer)	0.59% of Pula value min P152.68 max P525.72
Balance enquiry over-the-counter	P7.80
Activation of dormant accounts	Free
Closing of account	Free
Incomplete deposit slip	P5.60
Over the counter cheque deposits (own bank)	Free
Over the counter cheque deposits (other banks)	Free
Over the counter cash deposit (own bank)	Free
Cheque encashment	0.39% of the Pula value min P3.48 max P11.90
Stop payment	P14.22
NON-RESIDENT ACCOUNTS	
Monthly maintenance	P41.51
Monthly e-bank statement	Free
Monthly bank statements posted	P11.06
Weekly bank statements	P8.26
Daily bank statements (per page)	P8.26
Copies of bank statements (less than 6 months over-the-counter per page)	P28.92
Copies of bank statement and old records (over 6 months over-the-counter per page)	P38.37
Copies of deposit slips-less than 6 months per page	P7.48
Copies of deposit slips-more than 6 months per page	P8.73
Overnight cash deposit	P176.99
Over-the-counter-cash withdrawal	0.41% of Pula value min P27.07 max P427.19
Over-the-counter cash deposit	0.36% of Pula value min P3.69 max P1127.23
Referral fees (calling a customer to normalise excess) (per minute)	P14.75
Exchange of notes/coins over-the-counter (Non- BG customer)	0.59% of Pula value min P152.68 max P525.72
Balance enquiry over-the-counter	P7.80
Activation of dormant accounts	Free
Closing of account	Free
Incomplete deposit slip	P5.60
Cheque encashment	0.39% of Pula value min P3.48 max P11.90
Stop payment	P14.22
PAYMENT AND CLEARING CHARGES	
Cheque-Books	
20-50 pages	P79.01
51-100 pages	P132.74
Vetting of privately printed cheques	P86.81
Issue of bank cheque-per cheque leaf:	P61.10
Deposit-Book	
20-50 pages	P52.67
51-100 pages	P100.08
101 and above	P184.36
Stop Orders	
Stop order within bank (own accounts)	P12.32
Stop order within bank (third party accounts)	P13.64
Stop order within bank (loan repayment)	P13.64
Stop order to other banks (International)	P14.06
Debit order fee	P23.07
Stop order dishonored: insufficient funds	P25.44
Penalty charges	
Stoppage of payment	P79.01
Debit order unpaid	P25.39
Post-dated cheques	P25.39
Cheque dishonored: insufficient funds	P313.73
TERM DEPOSITS AND SURESAVE	
Charge for breaking a term deposit (Fixed Accounts) Limited to interest earned	P294.98 + ((principal x interest rate offered x No. of days remaining)/365)* 0.26 (limited to the interest earned)
Charge for breaking a term deposit (Suresave) Limited to interest earned	P294.98 + ((principal x interest rate offered x No. of days remaining)/365)*0.27 (limited to the interest earned)
SAVINGS ACCOUNT (SURESAVE)	
Minimum balance of P101+(Suresave-12,24,36 months)	
Monthly Maintenance fee	Free
Withdrawal fee (over-the-counter)	Free
Subsequent withdrawals	Free
Violation of minimum	Free
Activation of dormant account	Free
SAVINGS ACCOUNT (IPEELE AND LEBANDLA)	
Monthly maintenance fee	Free
Withdrawal fee (over-the-counter)	1 Free/month
Subsequent withdrawals	P52.32
Violation of minimum balance	Free
Activation of dormant account	Free
EASY SAVE	
Maintenance Fee	Free
Counter Withdrawal	52.32/ transaction (1 free withdrawal)
Counter Cash Deposit	Free
Counter Balance Inquiry	P7.80
Stop Order Within Bank – Own Accounts	P12.32
Account Closure	Free
Electronic & Card Services	
Cellphone Banking - Subscription	Free
Cellphone Banking - Balance Enquiry	P0.67
Cellphone Banking - Mini-Statement	P0.69
Cellphone Banking - Internal Transfer (Within Own Accounts)	P 2.69
Cellphone Banking - Transfer To Third Party Accounts Within Bank Gaborone	P2.69
Cellphone Banking - Local Transfer	P4.02
Cellphone Banking - Utility/Bill Payment (Electricity, DSTV, Water Utilities)	P3.79
Cellphone Banking - Prepaid Airtime	P0.61
Sms Alerts	P0.31
Mobile App - Transfer Fee (Within Own Accounts)	P1.37
Mobile App - On-Us Beneficiary Fee (Transfer To Third Party Accounts Within Bank Gaborone)	P2.62
Mobile App – Offus Beneficiary Fee (Local Banks)	P3.19
Mobile App - Airtime Fee	P0.57
Mobile App - Utility/Bill Payments Fee (Electricity, DSTV, Water Utilities)	P3.79
Internet Banking Admin Fee - Personal	Free
Internet Banking - Internal Transfer (Within Own Accounts)	P1.47
Internet Banking - Transfer To Third Party Accounts Within BG	P2.74
Internet Banking Utility/Bill Payments (Electricity, DSTV, Water Utilities)	P3.90
Internet Banking Local Bank Transfer	P3.37
ATM Balance Inquiry (Bank Gaborone)	P0.77
ATM Balance Inquiry (Local Banks)	P2.08
ATM Deposit Fee	Free
ATM Mini-Statement	Free
ATM Non-Sufficient Funds	Free
ATM Withdrawal Fees (Bank Gaborone)	P2.65
ATM Withdrawal Fees (Local Banks)	P6.60
ATM Cash Withdrawals (International Banks)	P30.58
VISA Classic Additional Card	P70.21
VISA Classic Annual Card Fee	P63.99
VISA Classic Card Protection	P67.46
VISA Classic Card Replacement	P70.21
Statements	
Monthly Statement (Posted)	P11.06
Monthly Statement (Electronic)	Free
Statement - OTC Daily Bank Statement (Per Page)	P8.26
Statement - OTC Less 6 Months (Per Page)	P28.92
Statement - OTC More 6 Months (Per Page)	P39.72
Other Services	
Fax - Local (Per Page)	P16.22
Fax - International (Per Page)	P20.68
Telephone Cost Per Minute	P14.75
Photocopies (Per Page)	P3.22
Tax Information	Free
Courier Services - Gaborone	P71.83
Courier Services - Outside Gaborone	P179.60
Deposit Slip Incomplete/Correction	P5.60
Deposit Slip Less 6 Months	P7.48
Deposit Slip More 6 Months	P8.73
Bank Cheques (Per Leaf)	P61.10
Postage Fee	P17.08
Service Fees	1.03%, minimum P4.02; maximum P12.80
Post Dated Cheque Deposit	P25.39
FOREIGN CURRENCY ACCOUNTS	
Monthly maintenance fee	Free
Monthly bank e-statements	Free
Copies of bank statements less than 6 months (per page)	P7.37
Copies of bank statement and old records older than 6 months (per page)	P28.86
Over-the-counter cash withdrawal (individual)	2.74% of Pula value min P34.26 max P388.35
Over-the-counter cash withdrawal (Corporate)	2.74% of Pula value min P35.46 max P388.35
Over-the-counter cash deposit (ZAR)	3.16% of Pula value min P14.10 max P199.81
Over-the-counter cash deposit (USD)	3.16% of Pula value min P14.10 max P199.81
Over-the-counter cash deposit (GBP)	3.16% of Pula value min P14.10 max P199.81
Over-the-counter cash deposit (EURO)	3.16% of Pula value min P14.10 max P199.81
Over-the-counter cheque deposits	Free
Amendments (outgoing SWIFT transfers) - Individual	P74.30
Amendments (outgoing SWIFT transfers) - Business	P76.90
Violation of minimum balance	Free
Monthly bank statements posted - Business	Free
Dormant account charges - Business	Free
Copies of deposit slips-less than 6 months per page	P32.03
Copies of deposit slips-more than 6 months per page	P35.92
ATM CHARGES (CORPORATE)	
ATM cash withdrawal at BG ATM	P2.74
ATM cash withdrawal - local banks ATM's	P6.60
ATM cash withdrawal - international banks	P30.58
ATM cash deposit at BG ATM	0.35% of Pula value Min P3.43 Max P1,089.11
Declined ATM withdrawal and POS transactions (own ATM)	Free
Declined ATM withdrawal and POS transactions (local ATMs-other banks)	Free
Declined ATM withdrawal and POS transactions (International ATMs)	Free
Balance enquiry at BG ATM	P0.79
Balance enquiry at local banks ATM	P2.08
ATM CHARGES - (INDIVIDUAL)	
ATM cash withdrawal at BG ATM	P2.65
ATM cash withdrawal - local banks ATM	P6.60
ATM cash withdrawal - international banks	P30.58
ATM cash deposit at BG ATM	0.35% of Pula value Min P3.43 Max P1,089.11
BG ATM withdrawal (Wiz)	Free
BG ATM withdrawal (Fuze)	P2.70
Non-BG ATM withdrawal (Wiz)	P3.66
Non-BG ATM withdrawal (Fuze)	P3.82
Declined ATM withdrawal and POS transactions (own ATM)	Free
Declined ATM withdrawal and POS transactions (local ATMs-other banks)	Free
Declined ATM withdrawal and POS transactions (International ATMs)	Free
Mini-statement at BG ATM	Free
Pin replacement/change	Free
Balance enquiry - BG ATM	P0.77
Balance enquiry - local banks ATM	P2.08
Fuze Balance enquiry	P0.69
Wiz Balance enquiry	P0.65
ANNUAL CARD FEE	
Wiz account	P48.35
Fuze account	P51.71
Easy Transact account	P63.99
Ordinary Cheque account	P63.99
Selekt Silver account	P125.78
Selekt Gold account	P151.22
CARD REPLACEMENT/ADDITIONAL CARD	
Wiz account	P51.71
Fuze account	P51.71
Easy Transact account	P70.21
Ordinary Cheque account	P70.21
Selekt Silver account	P121.53
Selekt Gold account	P146.11
Credit Card	P81.43
Business account	P72.58
CARD PROTECTION FEE	
All cards	P67.46
Business account	P50.89
CREDIT CARDS	
Annual card fee-Gold Credit Card	P177.11
Annual card fee-Red Credit Card	P139.45
Card protection	P33.73
Arrangement fee (includes limit adjustments)	1.02% of applied limit; min P96.70 and max P178.13
Oustanding balance on credit card insurance (CLI)	0.18%
Cash deposit at branch	Free
Over-the-counter withdrawal	2.04% of Pula value min P15.27 and max P25.45
iBank-access or monthly subscription	Free
iBank-transfer (between own accounts)	P1.37
iBank-beneficiary payment	P2.58
iBank-transfer (local banks)	P3.19
iBank-third-party payments	P2.58
Cellphone banking-access or monthly subscription	Free
CellPhone banking-transfer (local banks)	P3.79
CellPhone banking-beneficiary payment	P2.52
CellPhone banking-third-party payment	P2.52
CellPhone banking - Bill Payments (Electricity, DSTV, Water Utilities, Mascom)	P3.79
CellPhone banking-mobile airtime top-up	P0.57
ATM balance enquiry (local banks)	P2.98
ATM balance enquiry (BG)	P1.12
ATM cash withdrawal (international)	P43.69
ATM cash withdrawal (local banks)	1.78% of Pula value min P7.33 and max P9.67
ATM cash withdrawal (BG)	1.12% of Pula value min P5.30 and max P7.13
POS purchase (swipe)	1% of Pula value min P3.80 and max P6.70
POS purchase (online)	Free
POS decline (swipe-own)	P1.12
POS decline (swipe-local)	P1.17
PoS decline (swipe-international)	P5.09
EFT-stop order	P12.39
EFT-iBank payment in branch/suite	P3.30
Travel insurance	Free
Excess fee	3.05% of Pula value min P92.63 and max P1,526.79
Impound credit card (Local)	P127.23
Impound credit card (International)	P305.36
TOBETSA	
Subscription	Free
Balance enquiry	P0.67
Transfer between own accounts (BG)	P2.69
Transfer to other local banks	P4.02
Payment to third party accounts (BG)	P2.69
Prepaid top up	P0.61
Bill Payment (Electricity, DSTV, Water Utilities, Mascom)	P3.79
SMS Alertz	P0.31
Mini statement	P0.69
MOBILE APP	
Mobile user registration	Free
Assisted registration request/activation	Free
View account balances/transaction history	Free
Change EFT limits on app	Free
Card Management	
Manage cards and limits	Free
Payments	
Transfer money between linked accounts	P1.37
Beneficiary payments (BG)	P2.62
Beneficiary payments (local banks)	P3.19
VAS payments airtime	P0.57
VAS bill payments (Electricity, DSTV, Water Utilities, Postpaid Airtime)	P3.79
Visa on Mobile	
QR code payments	1% per P100.00; min P3.79 and max P12.03
Visa in-country remittance	1% per P100.00; min P3.79 and max P12.03
Visa international remittance	1% per P100.00; min P3.79 and max P12.03
E-PULA INTERNET BANKING	
Installation-web-based	Free
Re-installation	Free
Sign up/registration	Free
Balance inquiry-single account	Free
Balance inquiry-multiple account	Free
Statement request	Free
Monthly fee (corporate)	P142.50
Transfers within own accounts-BG (corporate)	P1.47
Transfers to third party accounts within bank (corporate)	P2.79
Transfers to third-party/own accounts in local banks (corporate)	P4.16
Utility payments (Corporate)	P4.11
Utility payments (individual)	P3.90
Bulk payments	P2.95
Bulk collections	P6.82
Transfers to third-party accounts within bank (individual)	P2.74
Transfers to third-party/own accounts in local banks (individual)	P3.37
International wire transfer	0.36% of value min P83.84 max P587.81
Call out charge for re-training	P135.16
POINT OF SALE (POS)	
POS installation fee (once-off)	P368.72
Minimum commission fee (inclusive of VAT)	P263.37
Rental	
1-4 Machines/month	P136.95
5-9 Machines/month	P105.35
10 machines upwards/month	P94.81
Local merchant discount rate (MDR)	Min 1.58% and max 5.27%
International merchant discount rate (MDR)	Min 2.11% and max 5.27%
POS (own banks machine - individual)	P1.21
POS (own banks machine - corporate)	P4.21
POS (other banks machine)	P4.58
POS decline (swipe-own & local - individual)	P1.16
POS decline (swipe-own & local - corporate)	P5.27
POS decline (swipe-international - individual)	P6.00
POS decline (swipe-international - corporate)	P6.00
LOANS	
Personal Loans	
Processing/arrangement	0.62% of the Pula value min P137.80 max P4,191.07
Personal Loans (Unsecured)	
Processing/arrangement	3.6% of the Pula value min P545.81 max P7,277.67
Vehicle and Asset Finance	
Processing/arrangement (individual)	1.09% of the Pula value min P626.48 max P11,983.99
Processing /arrangement (business)	1.11% of the Pula value min P1,264.18 max P23,967.98
Overdrafts	
Authorised facility arrangement (individuals)	0.67% of the Pula value min P133.37 max P17,368.13
Authorised facility arrangement (commercial)	0.79% of the Pula value min P1082.98 max P52,674.11
Unauthorised facility	P280.00
Renewal of facility(individuals)	0.63% of the Pula value min P115.78 max P11,187.19
Renewal of facility (commercial)	0.65% of the Pula value min P866.38 max P10,534.82
Home Loans	
Processing/arrangement	0.67% of the Pula value min P598.90 max P23,967.98
Commercial/Building Loans	
Processing/arrangement	1.09% of the Pula value min P619.45 max P116,667.88
Early repayment penalty for all loans	30 days penalty interest if less than 45 days notice is given
Issuing loan settlement letters	P32.06
ITC enquiry (individual)	P64.17
ITC enquiry (corporate)	P320.63
SERVICE FEES	
Individual	1.03% per P100.00 min P4.02 max P12.80
Corporate	1.03% per P100.00 min P6.37 max P26.14
COLLECTIONS FEES	

RESIDENTIAL, COMMERCIAL, AND INDUSTRIAL PROPERTIES

MARKET VALUE OF PROPERTY	BASIC TARIFF	ADDITIONAL TO BASIC TARIFF
Up to P50,000.00	P750.00	
From P50,001.00 to P150,000.00	P750.00	P3,50 per P1,000.00 over P50,000.00
From P150,001.00 to P400,000.00	P1,100.00	P2,50 per P1,000.00 over P150,000.00
From P400,001.00 to P1,000,000.00	P1,725.00	P2,00 per P1,000.00 over P400,000.00
From P1,000,001.00 to P2,000,000.00	P2,925.00	P1,50 per P1,000.00 over P1,000,000.00
From P2,000,001.00 to P3,000,000.00	P4,425.00	P1,00 per P1,000.00 over P2,000,000.00
From P3,000,001.00 to P4,000,000.00	P5,425.00	P0,75 per P1,000.00 over P3,000,000.00
From P4,000,001.00 to P5,000,000.00	P6,175.00	P0,50 per P1,000.00 over P4,000,000.00
Over P5,000,000.00	P6,625.00	P0,25 per P1,000.00 over P5,000,000.00

(B) Agricultural Properties (for farms bigger than 50 Hectares – minimum fee of P1000)

VALUE OF PROPERTY	BASIC TARIFF	ADDITIONAL TO BASIC TARIFF
Up to P50 000	P1,000.00	
From P50 001 to P100 000	P1,000.00	P5,00 per P1 000 over P50 000
From P100 001 to P250 000 Over 250 000	P1,250.00	P3,50 per P1 000 over P100 000
Over P250 000	P1,775.00	P2,50 per P1 000 over P400 000

Gaborone Collections	P327.11
Out of town Collections	P436.14
Gaborone Repossessions	P872.28
Out of town Repossessions	P1,308.42
Handling fee for Sold Repossessions	P636.83
Storage fees (per month)	P255.92
Rehabilitation fee	1.06% of Pula value; min of P55.19 and max of P114.80
TRADE FACILITATION CHARGES	
Foreign Exchange Charges	
Local SWIFT bank transfer	0.34% of Pula value min P78.79 max P367.09
International SWIFT bank transfer	0.34% of Pula value min P84.24 max P552.01
Purchase of foreign notes	3.28% of Pula value min P18.33 max P190.26
Sale of foreign notes	3.28% of Pula value min P36.59 max P375.88
Inward SWIFT bank transfer (Local)	Free
Inward SWIFT bank transfer (International)	0.37% of Pula value min P78.73 max P534.38
Letters Of Credit (Inward Exports)	
Advising commission	P402.64
Confirming commission	0.49% of Pula amount every 6 months, min P473.06 max P20,357.14
Negotiation of documents	0.28% of Pula value min P342.91 max P16,031.25
Amendments (other than extensions)	P212.87
Cancellation of letter of credit	P548.38
Extension of tenure	0.54% of Pula value min P457.06 max P16,031.25
Document examination	P194.53
Letters Of Credit (Outward Import)	
Establishment of letter of credit	0.54% of Pula value min P457.06 max P16,592.34
Standard letter of credit	0.47% of Pula value min P342.80 max P16,592.34
Drawing commission on letter of credit	P432.36
Amendment of letter of credit	P239.69
Revolving and standby letter of credit	0.58% of Pula value min P534.38 max P16,592.34
Cancellation of letter of credit	P548.38
Discrepancy fee	P442.53
Shipping Guarantees (bill of lading indemnities)	
Establishment	1.21%
Commission on guarantee	1,25% of Pula Value min P105.87 max P27,600.47
Amendment/cancellation commission	P131.86
Property Guarantees	
Establishment Fee	1.21%
Commission on guarantee	1.14%
Amendment of commission	P239.69
Copy of the title deed (per page)	P3.48
PERFORMANCE/TENDER BONDS	
Establishment fee	P294.98
Guarantee letter - for bank customers	P111.87
Guarantee letter - For non-bank customers	P242.12
Bi-annual commission - individual	1.53% per annum
Bi-annual commission - corporate	2.04% per annum
Bond cancellation	P589.95
Bond downgrading	Free
OTHER SERVICES	
Fax: Local (per page)	P16.22
Fax: International (per page)	P20.68
Photocopying of documents (per page)	P3.22
Courier Services, Cheque Pick Up & Delivery (in Gaborone)	P71.83
Courier Services, Cheque Pick Up & Delivery (outside Gaborone)	P179.60
BMC voucher encashment fee	0.66% of Pula value min P62.65 max P877.08
Postage fee	17.08

Corporate rates can be negotiated. Contact the nearest branch for more information

Branches

Airport Junction - 318 5903 | CBD - 371 5470 | Francistown - 244 2323 | Game City - 318 1077 | Ghanzi - 659 7353 | Kang - 651 7190 | Mahalapye - 471 2952
Mall - 367 1601 | Maun - 680 0810 | Molepolole - 592 1444 | Palapye - 492 4477 | Contact Centre - 315 8681
www.bankgaborone.co.bw

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