



► Retail Bank Accounts

Transactional Product Guide 2022



What is your life stage?

Choose the appropriate product by turning to the page with your life stage colour.

Youth

Student

Adult
earning up to NZ\$2,999

Adult
earning NZ\$3,000-NZ\$44,999

Adult
earning NZ\$45,000 +

Senior



Youth Account

N\$12.80 • Pay-as-you-use account



Income criteria: N/A | Age: 0 - 18 | Individuals only

Bundle benefits included:

- Low ATM cash withdrawal fees
- Debit card that allows Cash Out transactions
- Earn credit interest per annum on positive balances
- **Free** cellphone banking (USSD: *140*001#) subscription

Not included:

- Credit card
- Access to overdraft facility

Additional fees	
Internet subscription fee (optional)	N\$55.00
Internet banking payment	N\$13.00
POS swipe	N\$5.00
Nedbank ATM withdrawal	N\$2.60 per N\$100.00
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal / external	N\$13.00
Standing order	N\$13.00
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)

Mobile Banking App fees	
Beneficiary payment	N\$11.80
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

USSD/Cellphone banking fees	
Beneficiary payment	N\$3.85
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

Requirements • Residents who are 18 years of age or below • Parental consent form • Namibian identity document or valid passport • Full birth certificate • KYC requirements must be met (where applicable)



Student Account

N\$65 • Monthly bundle fee account



Income criteria: N/A | Age: 18 - 26 | Individuals only

Bundle benefits included:

- **Unlimited** POS swipes at all till points
- **Unlimited** debit/standing orders
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- Gold Cheque Card that allows online purchases and PayToday transactions
- Debit Card that allows Cash Out transactions

Not included:

- Credit card
- Access to overdraft facility

Additional fees		Mobile Banking App fees	
Internet subscription fee	Free	Beneficiary payment	Free
Internet banking payment	Free	Inter-account transfer	Free
POS swipe	Free	Prepaid airtime	Free
Nedbank ATM withdrawal	N\$2.60 per N\$100.00	Prepaid electricity	Free
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)		
		USSD/Cellphone banking fees	
Debit order internal / external	Free	Beneficiary payment	Free
Standing order	Free	Inter-account transfer	Free
Cash deposit fee (Branch)	Free	Prepaid airtime	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)	Prepaid electricity	Free

Requirements • Full-time and part-time undergraduate students between 18 and 26 years of age • Opening deposit of at least N\$100.00 which must also be maintained • Namibian identity document or valid passport • Student card and proof of registration of tertiary institution • Valid study permit for foreign students • KYC requirements must be met (where applicable)



Senior Account

N\$65

- Low monthly service fee
- Credit interest from a minimum balance of N\$10,000



Income criteria: N/A | Age: 55 + | Individuals only

Benefits included:

- **Free** debit/standing orders
- **Free** POS swipes at all till points
- **Free** own account transfers and account payments
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- Credit interest from a minimum balance of N\$10,000
- Gold Cheque Card that allows online purchases and PayToday transactions
- Debit Card that allows Cash Out transactions

Additional fees	
Internet subscription fee	Free
POS swipe	Free
POS with Cash Out	N\$5.00
Nedbank ATM withdrawal	Free
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal / external	Free
Standing order	Free
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)

Mobile Banking App fees	
Beneficiary payment	Free
Inter-account transfer	Free
Prepaid airtime	Free
Prepaid electricity	Free

USSD/Cellphone banking fees	
Beneficiary payment	Free
Inter-account transfer	Free
Prepaid airtime	Free
Prepaid electricity	Free

Requirements • Residents who are 55 years of age and older • Namibian identity document or valid passport • KYC requirements and credit checks must be met (where applicable)



Offerings matched to your banking needs.

Choose the product that best meets
your monthly transactional preferences.

Youth

Student

Adult
earning up to NZ\$2,999

Adult
earning NZ\$3,000-NZ\$44,999

Adult
earning NZ\$45,000 +

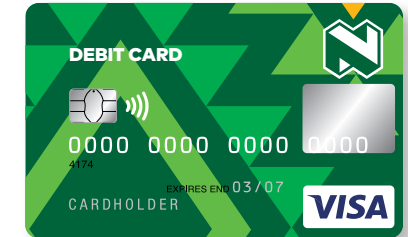
Senior



Basic Banking Account

N\$0

- Pay-as-you-use account
- Low transaction fees



Income criteria: N\$2,525 or less monthly net income | **Age:** 18 + | **Individuals only**

Benefits included:

- **Low** ATM cash withdrawal fees
- Debit card that allows Cash Out transactions
- Earn credit interest per annum on positive balances
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking (USSD: *140*001#) subscription

Not included:

- Credit card
- Access to overdraft facility

Additional fees

Internet subscription fee	Free
Internet banking payment (on us)	Free
Internet banking payment (off us)	N\$13.00
POS swipe	N\$5.00
Nedbank ATM withdrawal	First three monthly withdrawals free, thereafter N\$2.60 per N\$ 100.00
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal / external	N\$28.00
Standing order	N\$28.00
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	N\$46.00

Mobile Banking App fees

Beneficiary payment	N\$11.80
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

USSD/Cellphone banking fees

Beneficiary payment	N\$3.85
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

Requirements • Residents who are 18 years of age and older • Namibian identity document or valid passport • Opening deposit of at least N\$20.00 which must be maintained • Should be your primary account (*your salary/main source of income should be paid into this account*) • KYC requirements and credit checks must be met (*where applicable*)

Youth

Student

Adult
earning up to N\$2,999

Adult
earning N\$3,000-N\$4,999

Adult
earning N\$5,000 +

Senior



Silver Account

N\$12.80

- Pay-as-you-use account
- Low monthly service fee
- Funeral cover of N\$2,500 incl.



Income criteria: up to N\$2,999 gross monthly | Age: 18 + | Individuals only

Benefits included:

- N\$2,500 embedded funeral cover
- Debit card that allows Cash Out transactions
- Cellphone banking (USSD: *140*001#)
- Mobile app and internet banking
- Personal loan facility (T&C's apply)

Additional fees

Internet subscription fee (optional)	N\$55.00
Internet banking payment	N\$13.00
POS swipe	N\$5.00
POS with Cash Out	N\$10.00
Nedbank ATM withdrawal	N\$2.60 per N\$100.00
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal / external	N\$13.00
Standing order	N\$13.00
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)

Mobile Banking App fees

Beneficiary payment	N\$11.80
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

USSD/Cellphone banking fees

Beneficiary payment	N\$3.85
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

Requirements • Residents who are 18 years of age and older • Namibian identity document or valid passport • Opening deposit of at least N\$20.00 which must be maintained • KYC requirements and credit checks must be met (where applicable)

Youth

Student

Adult
earning up to N\$2,999

Adult
earning N\$3,000-N\$44,999

Adult
earning N\$45,000 +

Senior



PAYU *(Pay-as-you-use)* Account

N\$0 • Pay-as-you-use account



Income criteria: between N\$3,000 and N\$44,999 gross monthly | **Age:** 18 + | **Individuals only**

Benefits included:

- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- **Free** cash deposits
- Earn credit interest per annum on positive balances
- Debit card that allows online purchases, PayToday transactions and Cash Out transactions
- Credit card, overdraft and personal loan *(subject to approval)*

Additional fees

Internet subscription fee	Free
Internet banking payment	N\$13.00
POS swipe	N\$5.50
POS with Cash Out	N\$10.50
Nedbank ATM withdrawal	N\$2.60 per N\$100.00
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal / external	N\$16.00
Standing order	N\$16.00
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)

Mobile Banking App fees

Beneficiary payment	N\$3.85
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

USSD/Cellphone banking fees

Beneficiary payment	N\$3.85
Inter-account transfer	Free
Prepaid airtime	N\$1.90
Prepaid electricity	Free

Requirements • Residents who are 18 years of age and older • Namibian identity document or valid passport • Opening deposit of at least N\$20.00 which must be maintained • Should be your primary account *(your salary/main source of income should be paid into this account)* • KYC requirements and credit checks must be met *(where applicable)*

Youth

Student

Adult
earning up to N\$2,999

Adult
earning N\$3,000-N\$44,999

Adult
earning N\$45,000 +

Senior



Gold Account

N\$142

- Monthly bundle fee account
- Fixed monthly service fee
- Pay-as-you-use (PAYU) option - N\$70.00 per month



Income criteria: between N\$3,000 and N\$44,999 gross monthly | Age: 18 + | Individuals only

Bundle benefits included:

- N\$5,000 embedded funeral cover
- **Unlimited** internal and external debit orders
- **Unlimited** standing orders
- **Unlimited** POS swipes at all till points
- **Unlimited** own account transfers and account payments
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- Gold Cheque Card that allows online purchases and PayToday transactions
- Debit Card that allows Cash Out transactions
- Gold credit card, overdraft and personal loan (*subject to approval*)
- Home and vehicle loans

Additional fees			Mobile Banking App fees	
Internet subscription fee	Free	N\$55.00	Beneficiary payment	Free
Internet banking payment	Free	N\$13.00	Inter-account transfer	Free
POS swipe	Free	N\$9.50	Prepaid airtime	Free
POS with Cash Out	N\$5.00	N\$14.50	Prepaid electricity	Free
Nedbank ATM withdrawal	N\$2.60 per N\$100.00	N\$2.60 per N\$100.00	USSD/Cellphone banking fees	
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)		
Debit order internal/external	Free	N\$28.00	Beneficiary payment	Free
Standing order	Free	N\$28.00	Inter-account transfer	Free
Cash deposit fee (Branch)	Free	Free	Prepaid airtime	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)	2.60% (Min N\$72.00 Max N\$1,090.00)	Prepaid electricity	Free

Requirements • Residents who are 18 years of age and older • Namibian identity document or valid passport • Latest pay slip or an employment contract if newly appointed • KYC requirements and credit checks must be met (*where applicable*)



Platinum Account

N\$395

- Monthly bundle fee account
- Fixed monthly service fee
- Pay-as-you-use (PAYU) option - N\$82.00 per month



Income criteria: more than N\$45,000 gross monthly | Age: 18 + | Individuals only

Bundle benefits included:

- **Unlimited** internal and external debit orders
- **Unlimited** standing orders
- **Unlimited** POS swipes at all till points
- **Unlimited** own account transfers and account payments
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- Platinum cheque card that allows online purchases and PayToday transactions
- Debit Card that allows Cash Out transactions
- Platinum credit card, overdraft and personal loan (subject to approval)
- Home and vehicle loans

Additional fees		Bundle	PAYU	Mobile Banking App fees	
Internet subscription fee		Free	N\$55.00	Beneficiary payment	Free
Internet banking payment		Free	N\$13.00	Inter-account transfer	Free
POS swipe		Free	N\$9.50	Prepaid airtime	Free
POS with Cash Out		N\$5.00	N\$14.50	Prepaid electricity	Free
Nedbank ATM withdrawal	First 2 monthly withdrawals: Free Thereafter: N\$2.60 per N\$100.00		N\$2.60 per N\$100.00		
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)			
Debit order internal/external		Free	N\$28.00		
Standing order		Free	N\$28.00		
Cash deposit fee (Branch)		Free	Free		
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)		2.60% (Min N\$72.00 Max N\$1,090.00)		
		USSD/Cellphone banking fees			
				Beneficiary payment	Free
				Inter-account transfer	Free
				Prepaid airtime	Free
				Prepaid electricity	Free

Requirements • Residents who are 18 years of age and older • Namibian identity document or valid passport • Latest pay slip or an employment contract if newly appointed • KYC requirements and credit checks must be met (where applicable)

Youth

Student

Adult
earning up to N\$2,999

Adult
earning N\$3,000-N\$44,999

Adult
earning N\$45,000 +

Senior

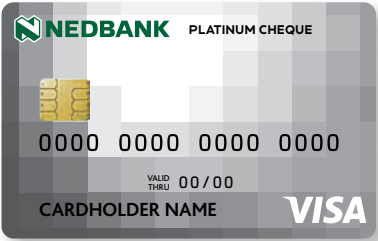


Young Professional

Platinum Account

N\$197.50

- Monthly bundle fee account
- Fixed monthly service fee



Income criteria: more than N\$45,000 gross monthly | Age: 18 - 29 | Individuals only

Bundle benefits included:

- **Unlimited** internal and external debit orders
- **Unlimited** standing orders
- **Unlimited** POS swipes at all till points
- **Unlimited** own account transfers and account payments
- **Free** mobile app and internet banking subscription
- **Free** cellphone banking subscription (USSD: *140*001#)
- Platinum cheque card that allows online purchases and PayToday transactions
- Debit Card that allows Cash Out transactions
- Platinum credit card, overdraft and personal loan (subject to approval)
- Home and vehicle loans

Additional fees	Bundle
Internet subscription fee	Free
Internet banking payment	Free
POS swipe	Free
POS with Cash Out	N\$5.00
Nedbank ATM withdrawal	First 2 monthly withdrawals: Free Thereafter: N\$2.60 per N\$100.00
Other bank ATM withdrawal	N\$5.60 + N\$13.70 per N\$500.00 (Max N\$35.00)
Debit order internal/external	Free
Standing order	Free
Cash deposit fee (Branch)	Free
Cash withdrawal fee (Branch)	2.60% (Min N\$72.00 Max N\$1,090.00)

Mobile Banking App fees	
Beneficiary payment	Free
Inter-account transfer	Free
Prepaid airtime	Free
Prepaid electricity	Free

USSD/Cellphone banking fees	
Beneficiary payment	Free
Inter-account transfer	Free
Prepaid airtime	Free
Prepaid electricity	Free

Requirements • Residents who are between 18 - 29 years of age • Namibian identity document or valid passport • Latest pay slip or an employment contract if newly appointed • Must hold a three-year degree from a credible academic institution • KYC requirements and credit checks must be met (where applicable)

Youth

Student

Adult
earning up to N\$2,999

Adult
earning N\$3,000-N\$4,999

Adult
earning N\$45,000 +

Senior



Other fees

STATEMENT FEES

E-mailed monthly	Free
Additional/Teller assisted - per page	N\$1.00
Mini statement (Own ATM)	Free
Posted statement - per page	N\$1.00

PENALTY FEES

Card replacement fee	N\$175.00
Unpaid debit order	1.5% of value (Min N\$42.00, Max N\$200.00)
Stop payments	N\$135.00

INTERNATIONAL FEES

POS	N\$9.50 + 2.97%
ATM	N\$50.00 + 4.75% (Max 100.00)

FOREIGN EXCHANGE FEES

Foreign exchange payments (Swift) • Inward / Outward	0.87% of value (Min N\$250.00, Max N\$1,170.00)
Exchange control	N\$1,605.00
Attestation fee	N\$110.00
Commission	0.88% (Min N\$1050.00)
Cash handling	2.87% of value (Min N\$90.00)

HOME LOAN FEES

Administration	N\$4,800.00
Valuation	N\$5,000.00
Property guarantee	N\$1,035.00

VEHICLE FINANCE FEES

Opening of account	Free
Document fees	N\$4,500.00

LIFESTYLE LOAN FEES

Document fees	N\$3,500.00
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SEND MONEY

	0 - N\$ 500.00 = N\$ 10.99
	N\$ 501.00 - N\$ 1000.00 = N\$ 21.00
	N\$ 1001.00 - N\$ 1500.00 = N\$ 28.00
	N\$ 1501.00 - N\$ 5000.00 = N\$ 32.99
Send Money	

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