

# Co-op Bank Tariff Guide

## Note to all customers

Excise duty will apply to all fees, charges and commissions  
Kindly contact your branch for charges /fees not captured in the tariff poster  
The information captured is subject to change  
These charges and fees are captured as at 13<sup>th</sup> December 2023.

Account Type	Charges
Cash withdrawal	Over the counter withdrawal for Hekima savings account Ksh.0
Over the counter withdrawal for Transactional accounts	Charges Ksh.100
Salary processing	Charges Ksh.130
Pension	Ksh.50
Fosa salary	Ksh.200 for instrument
Salary returned to employer	Ksh.100
Produce proceeds -proceeds	Charges Nil
Cash handling commission	Nil
Deposits	Nil
Withdrawals	Nil
Handling large coins on relationship basis for saccos	Ksh.100 per bag of coins
Fees payment into school account	Free
Bankers opinion	Ksh.100
Access of back data stored with the bank for saccos	Ksh.200 per visit
Mutilated notes collection	1% of amount minimum Ksh.2000
Statements	Charges
Scheduled statements	Free
E-statements	Free
Interim statements per page	Ksh.100
Ann mini statements	Free
Daily and special request statements	Ksh.100 Per Page
Duplicate/additional statements/old records	Ksh.250
2-5 years	Ksh.500 Per Copy
5 years	Ksh.1,000 Per Copy
Closed account (cash)	Ksh.1,000 Per Copy
Old records	Charges
Retrieval (cheques, vouchers)	Ksh.250 Per Copy
RTS mail	Charges
Where the bank is not at fault	Ksh.100 Per each returned
Stop payments (customer cheques)	Charges
Foreign currency account	USD 5 or equivalent per cheque
Current account	Ksh.400
Change of account	Charges
Goldfish account	Free
Foreign currency current account	USD 5 or equivalent
All other accounts:	Free
• Less than three months	
• 3 months to 6 months	
• Over 6 months	
• Transfer of Accounts (Inter-branch)	

MSME Account Packages	Charges
Bronze Package	Charges
Minimum opening balance (cash)	Ksh.1,000
Minimum operating balance	Ksh.300
Maintenance fee	Nil
Waiver of maintenance fee Ksh.100 if the minimum balance is maintained at Ksh.50,000	Ksh.100
Over the counter withdrawal /debit transactions	Ksh.50
Silver Package	Charges
Minimum opening balance (cash)	Ksh.2,000
Minimum operating balance	Nil
Maintenance fee	Nil
Waiver of maintenance fee Ksh.1,000 if the minimum balance is maintained at Ksh.200,000	Ksh.1,000
Over the counter withdrawal /debit transactions	Ksh.35
Cheque book	FREE for the 1st 100 leaves
Gold Package	Charges
Minimum opening balance (cash)	Ksh.10,000
Minimum operating balance	Nil
Maintenance fee	Nil
Waiver of maintenance fee Ksh.2,000 if the minimum balance is maintained at Ksh.500,000	Ksh.2,000
Over the counter withdrawal /debit transactions	Ksh.25
Cheque book	FREE
Cash handling commission	Waiver on the commission as per the ALCO paper on liabilities
Haba na Haba Access Account	Charges
Minimum opening balance (cash)	Ksh.500
Minimum operating balance	Nil
Maintenance fee for all balances	Ksh.25 per month
Current Account	Charges
Minimum opening balance (cash)	Ksh.5,000
Individuals	Ksh.10,000
Co-operatives	Ksh.10,000
Companies	Ksh.10,000
Minimum operating balance	Nil
Account maintenance fee	Ksh.300 per month
Ledger fees	Ksh.35 per entry
Cheque book	Ksh.15 per leaf exclusive of stamp duty and excise duty
Counter cheque	Ksh.500 per leaf
For 3rd party payments	Consult your nearest branch

GUARANTEES	Charges
Guarantee Issuance in Kenya shilling	Charges
Commission type	Nil
Shipping Guarantees (must be for Importers under a collection or letter of Credit and absence of B/L can be Adequately explained)	1.25% per half year or part thereof minimum Ksh.2,000
Wholly secured by cash or 1st class bank counter guarantee	2% yearly or part thereof minimum Ksh.1,000
Guarantee not wholly secured - issued in Ksh.(including shipping guarantee bonds)	1.25% per half year or part thereof minimum Ksh.2,000
Guarantee wholly secured -other than cash	1.25% per half year or part thereof minimum Ksh.2,000
Totally unsecured (in local currency)	1% per half year or part thereof minimum Ksh.2,000 for bid bonds
Totally unsecured -Bid Bonds (in local currency)	1% per half year or part thereof minimum Ksh.2,000 for bid bonds
Guarantee issuance in Foreign Currency	1% per half year or part thereof minimum Ksh.2,000
Guarantee issuance in foreign currency with Cross-border exposure	1% per half year or part thereof minimum Ksh.2,000
Amendments to guarantees per half year	Ksh.1,000 plus transmission charges Ksh.2,500 if transmission through SWIFT
Documentary Outward LCs	Charges
Issuance	0.5% per quarter, minimum Ksh.1,000
Acceptance/Usance	0.5% per quarter, minimum Ksh.1,000
Amendments	Charges
Increase amount of credit	0.5% per quarter, minimum Ksh.1,000
Change of expiry date	0.5% per quarter, minimum Ksh.1,000 (if it moves to the next quarter)
Other amendments	If not charge the general amendments of Ksh.2,000
Payment	Ksh.2,000 per amendments
Discharge (When credit expires with less 50% utilization )	0.25% flat, min. Ksh.1000
Cable /SWIFT	Charges
Full	Ksh.5,000
Short	Ksh.2,500
Documentary Letters of Credit (Inward)	Charges
Advising without confirmation	Charges
Customer	Ksh.2,500
Non -Customers	Ksh.2,500
Advising credit & adding confirmation	Charges
Customers	0.5% +telex or cables /SWIFT charges of Ksh.2,500
Non -Customers	0.5% +telex or cables /SWIFT charges of Ksh.2,500
Bills Negotiated under credit or advance made in Ksh.(or other currencies)	Charges
Customers	0.3% min Ksh.1,000 plus interest for tenor period (Min USD.20 or equivalent)
Non -Customers	0.4% min Ksh.2,000 plus interest for tenor period (Min USD.20 or equivalent)
Charge for bonding goods. Holding commission / where bill is outstanding	Charges
1 month after due date	Ksh.1,000 flat per month
Note /protest	Ksh.1,000 per bill plus notary fees
Document handling charge	Ksh.1,000 plus collection commission (unpaid /unaccepted)
Discharging to other banks	Ksh.2,000 per discharge

Salary processing	Charges
Clearing & remittances	Charges
Clearing cheques	Free
EFT (from other banks)	Charges
Inward EFTs	Ksh.0 to Ksh.200
Salary processing	Charges
Manual	Ksh.0 to Ksh.250 (depending on customer agreement with the bank)
Unpaid cheques	Charges
Refer to drawer	Ksh.2,500
Payee	Ksh.500
Uncleared effects	Ksh.2,500
Technical reason	Ksh.700
Cheques paid against ENC & excesses 3% of encor excess amount per cheque	Minimum Ksh.2,000
Cheques paid against ENC & excesses for saccos	Ksh.1,000 per cheque
Unpaid cheques, refer to drawer & effects not cleared	USD 25, GBP 25 for all reasons
Minimum interest charge for OD	Actual cost min. Ksh.500 per cheque
Certificate of balance	Ksh.400 per certificate
Stop payment per notice	Ksh.400
Standing orders	Charges
On establishment (external)	Ksh.250 per instructions
On establishment (internal)	Free
Amendment	Ksh.250
Processing of standing order	Charges
To same bank (Co-op)	Free
To other banks	Ksh.200 per payment
All loan accounts	Free
Unpaid standing order	Charges
Lack of funds (external)	Ksh.2,500
Lack of funds (internal )	Free
Stoppage /deletion	Ksh.500
Direct debits	Charges
Bulk payments	Between Ksh.30 to Ksh.200 negotiable payable by the originator of DDA
DDA's from other banks	Ksh.150 per customer
Originator of DDA is our account holder	Ksh.50 to Ksh.200 negotiable to the customer who signed up for DDA
Unpaid direct debits (lack of funds)	Ksh.300

Imua jami account	Charges
Opening balance	None
Operating balance	None
Monthly fees	Nil
Debit card	Free initial debit card
Card Applicable Fees	Charges
Joining fees	Classic Card: Ksh.3000 Gold Card: Ksh.3500 Platinum Card: Ksh.4000
Annual fees	Classic Card: Ksh.3500 Gold Card: Ksh.6000 Platinum Card: Ksh.7000
Supplementary card annual fee	Classic Card: Ksh.3000 Gold Card: Free up to the 4th Card From 5th Card onward Ksh.3000 Platinum Card: Free up to 4th Card From 5th Card onward Ksh.3500

Interest rate	3.5% of the revolved balance per month	Revolved balance is the amount of card debt unpaid at the end of each credit cycle of 50 days
Late payment fees	5% of minimum payable	Per occurrence, whenever the cardholder pays the card dues past due date (pays late)
Bonus fees	5% of amount awarded	Per occurrence, whenever the cardholder requests for a bonus (additional funds beyond the approved credit limit)
Cash advance fee	6% of the amount accessed	Per occurrence, whenever the cardholder accesses cash
Card replacement fees	Classic Card: Ksh. 500 Gold Card: Ksh. 500 Platinum Card: Ksh. 1000	Per occurrence, whenever the cardholder requests for a card replacement
Over limit fees	Ksh.1000	It is per occurrence, i.e. whenever the customer goes over the set/allowed limit
Payment of goods and services (purchases)	FREE	N/A
Sms alerts	FREE	N/A
Card insurance	Cardholder pays for insurance 0.39% of credit card limit	Per year (Bank Pays for Gold and Platinum cardholders)
Agency tariff guide	Range (Ksh.)	Cost (Charges do not include exci duty)
Service		
Cash withdrawals	100-5,000 Ksh.50 5,001-10,000 Ksh.70 10,001-20,000 Ksh.80 20,001-30,000 Ksh.100 30,001-40,000 Ksh.120 40,001-50,000 Ksh.140 50,001-100,000 Ksh.250	
Cash deposits/ payments	All	Free
*Funds transfer		Ksh.50
*Fees payment		Ksh.50
Utility payment		Ksh.50
Kpic postpaid Water companies.		
Pesalink transactions	0-500 Ksh.42 501-10,000 Ksh.62 10,001-50,000 Ksh.82 50,001-100,000 Ksh.112 100,001-200,000 Ksh.152 200,001-999,999 Ksh.125	
Cash withdrawals (with kenswitch card)	Any Amount	Ksh.125
Balance inquiry		Ksh.10
Mini statement		Ksh.20
Other services		Free
Nhif payments		
County payments		
Other government payments		

Type of Account	Charges
YEA Account	Charges
Minimum opening balance	Nil
Minimum operating balance	Nil
Debit card	Ksh.500
Bank cheque to school	Ksh.100 Per Cheque
Maintenance fee	Nil
Hekima Savings Account	Charges
Minimum opening balance	Nil
Minimum operating balance	Nil
Maintenance fee	Nil
Over the counter withdrawal	Once after 3 months
Jumbo Junior Account	Charges
Minimum opening balance	Ksh.500
Minimum operating balance	Ksh.500
Debit card	Ksh.500
Bank cheque to school	Ksh.100 Per Cheque
Maintenance fee	Nil
Eie-bank	FREE for new accounts
Replacing Eie-bank	Ksh.500
Annual birthday cards	Charges
Salary Account	Charges
Minimum opening balance	Nil
Minimum operating balance	Nil
Debit card	Ksh.500
Maintenance fee	Nil
Eie-bank	FREE for new accounts
Replacing Eie-bank	Ksh.500
Annual birthday cards	Charges
Executive Banking Plus Membership	Charges
Minimum account balance	Ksh.100,000
Monthly membership fees	• Ksh.1,000 if balance maintained is Ksh.50,000 & above • Ksh.1,500 if the balance goes below Ksh.50,000 within the month

Transactions	Charges	Charges
Registration	Bank Account	Mco-op
Daily Alert	Free	Free
ATM withdrawal	Ksh.5	Ksh.5
Transfer to Bank Account (Tiered)	Ksh.0 -Ksh.35	Ksh.0 -Ksh.35
Utility Payment (Tiered)	Ksh.0 -Ksh.50	Ksh.0 -Ksh.50
Agent Withdraw (Tiered)	Ksh.30-Ksh.130	Ksh.30-Ksh.130
ewTransfer to Mpesa, Airtel Money (Tiered)	Ksh.0 -Ksh.50	Ksh.0 -Ksh.50
Transfer from Bank account	Ksh.0 -Ksh.35	Ksh.0 -Ksh.35
Balance Inquiry	Free	Free
Debit and Credit alerts	Ksh.35	Ksh.10
M-pesa deposit	Free	Free
EFT transfer	Ksh.150	Ksh.100
Airtel Purchase (Tiered)	Ksh.0 -Ksh.50	Ksh.0 -Ksh.50
Mini statement	Ksh.35	Ksh.5
Full statement	Ksh.35	Ksh.5
Pesalink (Tiered)	Ksh.0 -Ksh.140	Ksh.0 -Ksh.140
E-Credit Salary Loan Appraisal Fee:0.12%, Insurance: 0.034%		
E-Credit Business Loan. Appraisal Fee: 3%, Commission 3% per month, Insurance: 0.034%		
Mcoollection Deposit	Free	Free
Mco-opsash Mco-opcash transfer	Ksh.0 -Ksh.35	Ksh.0 -Ksh.35
Cash Withdrawal & ATM transaction		
Transactions	Charges	
Customers	Ksh.30 per withdrawal	
Saccolink	Ksh.30 per withdrawal	

Safe Custody (Half Year)	Charges
Sealed Packages /Envelopes /Compounded cheques	Ksh.1,500
Small Box	Ksh.2,400
Large Box	Ksh.6,000
Access Charge	Ksh.250
Renters Safes (B.S.S Co-op Trust only ) (Half Year)	Charges
Very Small	Ksh.2,000
Small	Ksh.2,400
Medium	Ksh.4,000
Large	Ksh.6,000
Deposit of keys (refundable)	Ksh.3,000
Loss of keys (replacement)	Ksh.25,000

	Current (Memo Group 02120, 03120 & 22120)	Savings (Memo Group 02100, 03100 & 22100)
Opening balance	USD 10 GBP 10 EUR 10	USD 10 GBP 10 EUR 10
Minimum operating balance	Nil	Nil
Account maintenance fee (p.m)	USD 5 GBP 5 EUR 5	Nil
Stop payments	USD 4 GBP 4 EUR 4	N/A
Unpaid cheques, refer to drawer & effects not cleared	USD 25 EUR 25 GBP 25	N/A
Encashment of third -party cheques drawn own bank	USD 5 GBP 5 EUR 5	N/A
Cheque book-25 leaves	USD 3.50 GBP 3.50 EUR 3.50	N/A
Cheque book-50 leaves	USD 7 GBP 7 EUR 7	N/A
Counter cheque	USD 4 GBP 4 EUR 4	N/A
Internal transfer (self)	Free	Free
Outward swift	Ksh.1,500 equivalent in respective currency	Ksh.1,500 equivalent in respective currency
Statement	USD 2.0/page EUR 2.0/page GBP 2.0/page * Free E-statement	USD 2.0/ page EUR 2.0/ page GBP 2.0/ page * Free E-statement

Dormant account re-activation	Current Account	Savings Account
Cash withdrawal	0.25% for amounts above USD 5,000 GBP 3,800 EUR 4,700	0.25% for amounts above USD 5,000 GBP 3,800 EUR 4,700
Cash deposit	Up to USD 40,000- Free Above USD 40,000, GBP 30,000 & EUR 38,000- 0.25% of the amount	Up to USD 40,000- Free Above USD 40,000, GBP 30,000 & EUR 38,000- 0.25% of the amount
Account closure	USD 5 EUR 5 GBP 5	USD 5 EUR 5 GBP 5

Letters of Credit, Bills collections and Bill	Description	Charges
Product	Import Letters of Credit (Outward LCs)	Issuance commission 0.5% per quarter or part thereof minimum Ksh.1,000 Acceptance commission (for usance LCs) 0.5% per quarter or part thereof minimum Ksh.1,000
	Retirement/payment commission	0.25% flat minimum Ksh.1,000 plus SWIFT fee
	Issuance SWIFT fee (long message)	Ksh.1,500
	Postage fee	Actual Courier charges
	General amendment in wording	Ksh.2,000
	Amendment (increase in value or extension of period)	0.5% per quarter or part thereof minimum Ksh.1,000
	Discrepancy fee	USD 60 or its equivalent, minimum Ksh.1,000
	Structuring fee on back to back LC's	1% on overall facility minimum Ksh.5,000
	Non-presentation of copy of documents for banks filing	USD 18.00 or Equivalent, minimum Ksh. 1,000
	Discharging (when credit expires with less 50% utilization)	0.1% on balance, minimum Ksh. 500
Export Letters of Credit (Inward LCs)	Advising without confirmation	Ksh.2,500 plus SWIFT fee of Ksh.2,500
	Advising with confirmation	0.5% p.q plus SWIFT charges of Ksh.2,500
	SWIFT fee if advised via bank	Ksh.2,500
	Postage	Actual courier charges
	Bill negotiating under credit or advance made in ksh or other currencies	Customer 0.3% flat minimum Ksh.1,000 plus interest for tenor period min USD 20 or equivalent
		Non-customer 0.4% flat Minimum Ksh.2,000

Documentary Collections (Imports & Exports)	Description	Charges
	Processing & payment fee	0.3% of documentary collection amount, min Ksh.1,000 (Flat)
	SWIFT fee on imports collection only	Ksh.2,000
	Bills drawn on countries where the bank is not represented	Additional charge of Ksh.500
	Bills drawn in currency different from that of paying bank	Additional charge of Ksh.500
	Release of documents against undertaking	0.15% of value, min. Ksh.600 max. Ksh.5,000
	Post Due Commission	Nil
	Tracer/Chaser for payments not received.	Ksh.600 plus related cost involved
	Extension of bills	0.3% of documentary collection amount, min Ksh.1,000 (Flat), plus the SWIFT charges Ksh.1000
	Charges for bonding goods	Ksh.1,000 plus bonding and consignment fees
	Holding commission /where bill is outstanding 1 month after due date	Ksh.1,000 flat per month
	Note/Protest	Ksh.1,000 per bill plus notary fee
	Document handling charge (unaccepted)	Ksh.1,000 plus collection commission (unpaid/ unaccepted)
	Discharging to other banks	Ksh.2,000 per discharge
	Availation fee	0.5% per quarter, minimum Ksh.1,000
	SWIFT Charges	One off charge of Ksh.5,000
	Commission on abroad payments	One off charge of Ksh.1,500
	RTGS for local payments	One off charge of Ksh.500

Bill avialation	Description	Charges
	SWIFT Charges	One off charge of Ksh.5,000

Clean Payments (Customer Bank Guarantees)	Description	Charges
	RTGS for local payments	One off charge of Ksh.500

Bid Bonds	Description	Charges
	Issuance Commission- unsecured and partially secured	0.5% per quarter or part thereof minimum Ksh.2,000
	Issuance Commission-secured and Cash Cover	1% per half year minimum Ksh.1,000
Other Bank Guarantees	Issuance Commission	2.5% per year minimum Ksh.2,000