

PRODUCTS AND SERVICES TARIFF EFFECTIVE FEBRUARY 2024



ACCOUNT MANAGEMENT ITEMS

DESCRIPTION	RATES & PRICING
Account opening fee	FREE
Minimum operating balance	FREE

LEDGER FEE PERSONAL ACCOUNT (RETAIL)

Current Account:	
FRW	1,750
USD	2
EURO	2
GBP	1.5

MALAIKA CURRENT ACCOUNT

LCY	1,750
USD	2
EURO	2
GBP	1.5

Young Professionals Current account	FREE
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Student (Future Pro) Current account	FREE
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LEDGER FEE CORPORATE / BUSINESS BANKING

Ledger Fee Business Banking - SME's	a. Micro: (FRW/USD/ EURO/GBP): FREE b. Small (FRW/USD/ EURO / GBP): FREE c. Medium FRW: 3,500 USD: 3.5 EURO: 3 GBP: 2
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Ledger Fee Corporate Banking	FRW: 5,000 USD: 5 EURO: 3 GBP: 2
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Ledger Fee Dormant Account	FREE
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Account closure	FREE
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Dormant Account Reactivation Fee	FREE
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Bank Statement Printed Copy	FREE
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Bank Statement Email call center	FREE
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Account Balance Certificate	FRW 25,000
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Account Confirmation	FRW 15,000
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Certificate of Credit Facilities	FRW 75,000
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Audit Certification (FRW)	FRW 50,000
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Certificate of Good Standing	FRW 30,000
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Certificate of Undebtedness	FRW 60,000
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All other certificates/ demand for banking opinion	FRW 30,000
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T-Bills/Bonds Submission Corporate/ Business (FRW)	FRW 60,000
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T-Bills/Bonds Submission Retail	FRW 6,000
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MT940 Statement	FRW 50,000
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PAYMENT ORDER RATE

24 Leaf	FRW 5,000
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48 Leaf	FRW 10,000
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CHEQUE RATE

RETAIL

24 Leaf	FRW 4,000
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48 Leaf	FRW 7,500
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24 Leaf - Express	FRW 8,000
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48 Leaf - Express	FRW 15,000
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CORPORATE

24 Leaf	FRW 5,000
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48 Leaf	FRW 10,000
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96 Leaf	FRW 15,000
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Bankers Cheque	FRW 10,000
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Cancellation of Bankers cheque	FRW 10,000
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OTHER GENERAL FEES

Same Day Value Cheque in Collection	1% Min FRW 75,000
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Same Day Value Foreign Cheques	3%
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Foreign Cheques Clearing	2.5%
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Receipt Book	FRW 3,840
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Bank Receipt	FRW 5,000
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UNPAID CHEQUES

Cheque Discrepancy	FRW 20,000
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Over the Counter & Clearing Due to Lack of Funds	FRW 20,000 & 20% Penalty
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STOP PAYMENT RATE

Per Leaf	FRW 5,000
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Per Series	FRW 10,000
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CASH RATE

Withdrawals Against Inward Transfers	0,5%
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Withdrawals Against Cash Deposits	FREE
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USD & Equivalent in Other FCY Cash Deposit	FREE
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USD Cash deposit - Denominations USD 20 & below	10%
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USD Cash Deposit - Series 2006 & Below	10%
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Old / Torn Notes Charge	5%
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Retail / Micro / Small Enterprises Over the Counter Cash Withdrawal for amount less or equal to FRW 200,000	FRW 2,000
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Over the Counter Cash Withdrawal Fee per transaction for Retail / Micro / Small Enterprises over FRW 200,000	FRW 200
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CARDS RATE

VISA - DEBIT CLASSIC

New Card Issuance / Renewal /Replacement	FREE
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Annual Card Anniversary Fee	FRW 7,500
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VISA - DEBIT GOLD

New Card Issuance / Renewal /Replacement (FRW)	FRW 15,000
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Annual Card Anniversary Fee	FRW 7,500
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VISA - PREPAID

New Card Issuance / Renewal /Replacement (FRW)	FRW 5,000
Annual Card Anniversary Fee	FRW 2,500
Card Re-Loading Fees - Omni Channel	FREE

VISA - GOLD CREDIT

New Card Issuance / Renewal /Replacement	FRW 30,000
Annual Card Anniversary Fee	FRW 30,000
Late penalty fee for Credit cards	1% per month
Credit Card Interest Fee	Base Rate +/-

MASTERCARD MULTICURRENCY PREPAID

Joining Fee	FRW 35,000
Supplementary Card	FRW 35,000
Annual Fee	FRW 25,000
Renewal Fee/Card Replacement	FRW 25,000

MASTERCARD CORPORATE & BUSINESS

Joining Fee	FRW 10,000
Annual Fee	FRW 25,000

MASTERCARD WORLD ELITE

Joining Fee	FRW 60,000
Annual Fee	FRW 15,000 / Month
On Us ATM Cash Wthdrawal	FRW 236
Local Banks ATM Cash-Withdrawal	FRW 1,500
International ATM Withdrawal	3% with a minimum of FRW 10,000
Intra Wallet Transfer Fee	FREE
Intra Bank Funds Transfer Fee	FREE

COMMITMENT FEE

Late Registration of Security (Monthly)	0.2% per month on approved Loan amount
Security Perfection Excluding Retail Customers	FRW 100,000

Prepayment Fee	Retail Banking: Free if paid with own funds. Business Banking: Free if paid with own funds. Corporate Banking: Free if paid with own funds.
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Take Over of Commitment by a Financial Institution.	8% of the Outstanding amount (Min FRW 50,000)
Cancellation fee (after signing notification and/ or contract)	1% of the loan amount

RETAIL BANKING RATE

Processing Fee	2% charged upfront (FRW 50,000)
Annual Management Fee	2% of outstanding amount included in the monthly installment
Overdraft Fees	3% Flat (Min FRW 15,000)
Monitoring Fee (Cash Plus)	2% per month on the highest amount drawn down
Restructuring Fee	2% Flat (Min FRW 50,000)
Late penalty fee for overdraft	1% per month

CORPORATE & BUSINESS BANKING RATE

Processing Fee (Exclude Overdraft)	1% Flat (Min FRW 100,000)
Annual Management Fee	1% of outstanding amount at loan anniversary
Restructuring Fee	1% with a minimum of FRW 100,000

BUSINESS BANKING

Processing Fee	Micro: 2% Flat (Min FRW 50,000) Small: 1% Flat (Min FRW 100,000) Medium: 1% Flat (Min FRW 100,000)
Management Fee	Micro: 2% Flat (Min FRW 50,000) Small: 2% Flat (Min FRW 100,000) Medium: 1% Flat (Min FRW 100,000)
Late Repayment penalty	Micro: 5% p.m Small: 4% p.m Medium: 2% p.m
Commitment Fee if the facility is not drawn within 3 months after approval	Micro: FRW 50,000 flat fee Small: 0.5% flat (min FRW 100,000) Medium: 1% flat(FRW 100,000)

OVERDRAFT (BUSINESS BANKING)

OD Monitoring Fee	Medium:0.5% pm on non-utilized amount
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OVERDRAFT (CORPORATE & RETAIL BANKING)

Processing Fee	1% flat and taken during each annual review of the facility (Min FRW100,000)
Monitoring Fee	0.2% per month on the highest amount overdrawn

TRANSACTION BANKING

Notional pooling	FRW: 1,500 FCY: LCY Equivalent
Auto Investment Sweep	FRW: 1,000 FCY: LCY Equivalent
Zero Balance Sweep - Set up Fee	FRW: 1,000 FCY: LCY Equivalent
Amendment	FRW: 1,500 FCY: LCY Equivalent
Cancellation	FRW: 1,000 FCY: LCY Equivalent
Cash Concentration (CC) - Set up Fee	LCY: 15,000 FCY: LCY Equivalent

IPF - INSURANCE PREMIUM FINANCE RATE

Processing Fee	1% Flat Min of FRW 50,000
Interest Rate	Base Rate +/-

DEPOSITS RATE

Savings	Refer to Rate Card (Treasury)
Term Deposits	Refer to Rate Card (Treasury)

TRADE FINANCE RATE

LETTER OF CREDIT (LC) - IMPORTATION ISSUANCE FEE

Covered Portion	0.5% per quarter or part thereof (Min FRW 50,000)
Non Covered Portion	1% per quarter or part thereof (Min FRW 100,000)

ACCEPTANCE COMMISSION

Covered Portion	0.5% per quarter or a part thereof, effective after LC expiry period (Min FRW 50,000)
Non Covered Portion	1% per quarter or a part thereof, effective after LC expiry period (Min FRW 100,000)
Correspondent Fee (Confirmation,etc)	Borne by the Customer

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AMENDEMENT	
No impact on duration and amount	FRW 100,000
Increase or Extension of Period - Covered Portion	0.5% per quarter or a part thereof, effective after LC expiry period (Min FRW 50,000)
Increase or Extension of Period - Non Covered Portion	1% per quarter or a part thereof, effective after LC expiry period (Min FRW 100,000)

LETTER OF CREDIT (LC) - EXPORTATION	
Confirmation Commission	0.5% per quarter or part thereof Min FRW 100,000
Amendment (FRW)	100,000
Negotiation Commission	0.5% Min FRW 50,000
Commission on LC Payments Delay	0.30%

BILL DISCOUNTING	RATE
Covered Portion	Base Rate +/-
Non - Covered Portion	Base Rate +/-
Bill Discounted under LC	Base Rate +/-
Past Due Bills	0.2% per Month
Advising I&M Bank Customers	0.25% Min FRW 50,000
Advising non I&M Bank Customers	0.3% Min FRW 50,000

DOCUMENTARY COLLECTION	RATE
IMPORT	
Advising Commission (FRW)	FRW 50,000
SWIFT Charge (FRW)	FRW 20,000
Returned Documents (FRW)	FRW 50,000
Unpaid Bills Supervision (FRW)	FRW 30,000

EXPORT	
Advising Commission (FRW)	FRW 50,000
Avalisation	1% flat min FRW 100,000

BANK GUARANTEES	RATE
Processing Fee - BG's	1% Flat Min FRW 100,000
Commission - 110% Cash Collateral	0.50% per quarter or part thereof Min FRW 50,000
Commission - Without Cash Collateral	1% per quarter or part thereof Min FRW 100,000

OTHER GENERAL CHARGES UNDER TRADE FINANCE	
Cancellation Commission	FRW 100,000
Discrepancies Notification	FRW 50,000

Payment Commission	0.5% flat per quarter or part thereof Min FRW 50,000
SWIFT Charges (FRW)	FRW 20,000
Ancillary Charges	To be borne by the Customer

OTHER SERVICES	RATE
Monthly Postal Box Rental	FRW 500
Camera & ATM transaction - Image Retrieval	FRW 50,000 within Kigali FRW 150,000 out of Kigali
Bill Payment for I&M customer over the counter	FRW 500
Bill Payment for non-I&M Customer over the counter	FRW 1,000
RRA Tax payment for I&M customer over the counter	FRW 500
RRA Tax payment for Non-I&M customer over the counter	FRW 1,000

DIASPORA SERVICES / BANKING	RATE
Account Opening Fee	FREE
Account Maintenance Fee	FREE
E-Statement	FREE
1 st Cheque Book	FREE
1 st Debit Card (Visa or Mastercard)	FREE
Cash Withdrawal Fee - FCY	USD 5
Cash Deposit Fee - FCY	FREE
Incoming Swift Charges	FREE

DOCUMENT RETRIEVAL FEE PER REQUEST	
Up to 5 Years Old	FRW 20,000
Older than 5 Years	FRW 40,000
Copy (per page)	FRW 1,500

SPENN & SPENN MICROLOAN	RATE
Est Fee – taken	15 DAYS
Minimum Loan Amount	FRW 15,000
Maximum Loan Amount	FRW 500,000
Interest Percent	0.39%
Send money to SPENN User	FREE
Send money to others	FREE
Request money	FREE
Make store payment	FREE
Buy airtime for self	FREE
Buy airtime for others	FREE
Buy airtime internationally	FREE
Pay bills	FREE

SPENN Over the Counter Cash Withdrawal for amount less or equal to FRW200,000	FRW 2,000
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WHATSAPP BANKING	RATE
Balance Inquiry	FRW 100
Mini Statement	FRW100
Fund Transfers Own account	FREE
Fund Transfers within I&M Bank	FRW 100
Fund Transfers RTGS	FRW 600
Fund Transfers EFT	FRW 200
Bills Payment	FREE
Mobile Money Services	FREE
Prepaid Card Top up	FREE

MTN PUSH AND PULL		
MTN Own Account		FREE
From	To	PULL FEES
	Less than 5,000	100
5,001	40,000	600
40,001	300,000	1,500
300,001	2,000,000	5,000

AIRTEL PUSH AND PULL		
AIRTEL Own Account		FREE
From	To	PULL FEES
1	100	N/A
101	300	N/A
301	1,000	N/A
1,001	3,000	200
3,001	5,000	300
5,001	10,000	400
10,001	20,000	500
20,001	40,000	700
40,001	75,000	1,100
75,001	150,000	2,000
150,001	300,000	3,000
300,001	500,000	4,900
500,001	1,000,000	8,800
1,000,001	1,500,000	12,000
1,500,001	2,000,000	15,000

CORRESPONDENT BANK FEES (OUTWARD TRANSFERS)	
COMMERZBANK	EUR 30 GBP 15 CAD 25.5 CHF 18.5
CITIBANK LONDON	EUR 25
BHF	EUR 15
ICICI BANK	INR 200
I&M BANK KENYA	KES 700 USD 6 EUR 5
I&M BANK TANZANIA	TZS 10,000 USD 10

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