



When your
business
needs to
start, run
and *grow*
we can help



First National Bank Ghana Business Annual Pricing Guide

1 August 2024

Terms, conditions and limits apply.

First National Bank Ghana Ltd A subsidiary of the FirstRand Group. Co. Reg. No. CS350172014.

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We've helped many businesses
create success stories

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Important Information

It's more than just business to you. *That's why we help.*

More rewards. More value. More benefits.



At First National Bank, we're making it easier, faster, and safer for you to do your day-to-day banking! **We want you to get more and pay less.**

This guide has everything you need to understand about how much you'll pay when you transact with First National Bank. As a First National Bank customer you have **various pricing options to suit the state of your business**. We ensure that you **always get exactly what you need, without paying too much.**

Helpful tips to help you save more!



Make payments, transfers and prepaid purchases using the First National Bank **App** on your Smartphone or Tablet



Make payments, transfers and prepaid purchases with **Online Banking** on your Laptop or Desktop



Make payments, transfers and prepaid purchases using the **Cellphone Banking** on any mobile phone



Deposit and withdraw cash at any First National Bank **ATM** or **ADT**

Helpful ways to bank



1

Switch your salary to First National Bank

2

Switch your debit orders and other commitments

3

Transact using the First National Bank App

4

Earn cash rewards when you swipe your Platinum Debit card for purchases instead of carrying cash

We're a digital bank focused on putting banking in the hands of our customers, but feel free to **visit any of our branches, Agency Plus partners** or www.firstnationalbank.com.gh for help to bank better.

Access and manage your account 24/7 with our *Online Banking Enterprise™*

Security

Enjoy the ability to limit user access to specific days and times.

Authorization

- Log into your Online Banking profile from any browser.
- Authorize transactions from your handheld device while out of office.

Bulk payments/ Pay Salaries

Pay salaries and suppliers at a go on our Online Banking Enterprise.™

Global Payments

Perform withdrawals on First National Bank ATMs without a debit card by using the Mobile App

Set up Pre-defined Recipient

Maintain account details of your recipients and pay with ease for dual authorizations on transactions.



Setup multiple Users

- Nominate one or more administrators to manage your profile.
- Segregate duties and allow for dual authorizations on transactions

Cash management

- Collect funds from clients/debtors
- Cash Management – Administer and control your cash balances across multiple banks.

Welcome to Cellphone Banking

More value for Quick Code users



Buy Airtime

Let's help you take the hassle out of recharging. Simply buy Airtime with the Quick Code ***877#**



Request Mini Statement

Get up to date with your transactions when you use Cellphone Banking anytime, any day



Inter account transfers

With the ***877#** Quick Code, you can make transfers into any of your First National Bank accounts



Third-Party payments

Make payments easily to beneficiaries in other banks safely and conveniently with our Quick Code



Pay to Cell

Our Quick Code allows you to pay into someone's First National Bank account by just using their registered cellphone number on the account



Check Account Balance

You have the ability to check your account balance including investment accounts

Exclusive value for all Cellphone Banking users

1

Transactions occur in real time

2

No changes to phone settings

3

Make purchases or payments on our zero-rated dial string

4

Any cellphone make or model can be used



Simply dial ***877#**

to register for **FREE**. Use our Quick Code based banking service created to enable you to do banking from your mobile device even without internet connectivity - *making banking more convenient, easy, safe and accessible anytime, anywhere.*



Bank Charges – GHS

Monthly Fees		
Minimum Opening Balance	Business (AA)	100.00
	Platinum (BH)	500.00
	Mid - Touch	1000.00
Monthly Account Fee	Business	50.00
	Platinum	100.00
	Mid - Touch (MA)	120.00
Fee Recovery BOF @ 10%	-	
Online and Cellphone Banking Subscriptions	Free	
inContact Pro	Free	
Card Purchases		
Card Purchase Local	Free	
Card Purchase International	Free	
Fee for International Visa Debit Card Transactions in Ghana Cedis(MCP/DCC)	7% of transaction amount	
Optional Issuer Fee (OIF - Visa applied fees)*	7% of exchange rate	
Cash Withdrawals		
First National Bank ATM	Free	
Other Banks' ATM*	(2.50 + 0.40%)	
International ATM*	GHS15+0.5%(min charge of GHS50)	
Branch with card or cheque	Free	
Branch (Card/ Cheque not present)	0.00	
Deposits		
Express Clearance	50.00	
Post-dated Cheque	10.00	



Bank Charges – GHS Continued

Prepaid Purchases

Using eChannels & Mobile Channels	Free
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Stop Payments (direct debit and cheque)

e-Channels	Free
Branch	100.00

Inter-account Transfers

Using Mobile/Electronic Channels	Free
Branch	5.00

Payments

Internal Direct Debits	5.00
External Direct Debits	5.00
Standing Orders & 3rd Party Payments (using eChannels & Mobile channels)	Free
Cheque Payments	5.00
Local Swift Payments (GIS) - GHS	60.00
Outward Swift Payments (Global Payments)	0.75% min USD 50.00 plus USD 30.00 swift fee
Online EFT (Ghana Instant Pay)	1% of the amount capped at GHS 5.00
Online EFT (ACH Express)	5.00
Online EFT (ACH Normal)	Free
Manual request (ACH Normal)	5.00
Online Salary Processing (ACH Normal)	Free
Manual request - Salary Processing	5.00
Bankers Draft	45.00



Bank Charges – GHS Continued

Mobile Money Transactions	
FNB Wallet to MOMO Merchant Account	0.5% (Max 25.00)
Merchant Services	
Monthly Maintenance Fee	30.00
Balance Enquiries	
Using eChannels & Mobile Channels	Free
Other Banks' ATM	2.00
International ATM	4.50
Branch	2.00
Statements	
E-Mail (Monthly Statement)	Free
Printed Monthly Statement(per page)	7.50
Provisional /Interim Statement (per page)	7.50
First National Bank Mini Statements (View)	Free
First National Bank ATM Mini Statements (Print)	2.50
Cellphone Statements	Free
Additional Statements (Online)	
Daily	Free
Weekly	Free
Bi-monthly	Free
Additional Statements (Branch)	
Daily	30.00
Weekly	20.00



Bank Charges – GHS Continued

Bi-monthly	10.00
Adhoc request (fee per month)	10.00
Unsuccessful Transactions	
First National Bank ATM	Free
Other First National Bank (Point-of-Sale, Scheduled Payment, EDO) and other banks’ ATM	Free
Failed Standing Order	Free
Dishonoured Cheque (Insufficient Funds)	0.00
Dishonoured Payments (Technical Reasons)	0.00
Dishonoured Payments (Direct Debits)	0.00
Card Fees	
VISA Monthly Service fee	Enterprise – 9.00 per card issued Business – 6.00 per card issued
First Card Issuance (instant)	Free
First card Issuance (embossed)	Free
Card Replacement (Damaged/Lost/Stolen/Expired)	50.00
Forgotten Pin (Branch)	10.00
Electronic Subscriptions Services	
My Limit Alert	Free
Standing Order Payment Alert	Free
Balance Alert	Free
Monthly	Free
Weekly	Free
Daily	Free



Bank Charges – GHS Continued

Payment Notifications	
Email	0.50
SMS	0.30
Cheque Books	
50 pages	60.00
Additional Services	
Confirmation to Auditors	200.00
Introductory letter supporting statement for Visa Purposes Embassy	100.00
Voucher retrieval	5.00
GIPC Confirmation	250.00
Comfort Letter	200.00

Online Banking

Online Banking is a web based offering which gives you secure, controlled, real time access to accounts and online banking functionality. **Avoid queues, cash and cheque handling with FREE Online Banking (Single Level Control).**

Save time and money with our secure and convenient electronic banking channels.



Single Level Control



One Time Pin (OTP) to enhance security of Online Banking

Same-day value for payments to all banks if authorised within cutoff times

Set up and maintenance of payment recipients online

Future-dating payments up to **12 months** in advance

Purchase of prepaid airtime

Real-time payments to First National Bank customers/recipients

Up to five users with customised permissions to specific accounts transactions

Referencing for all transactions to recipients

Sixty days' transaction history on all First National Bank accounts

Payment notifications sent by SMS or email

Dual Level Control



Dual administration of your online profile will eliminate risks of single level controls

Same-day value for payments to all banks if authorised within cutoff times

A multi-layered approach to security including use of digital certificates

Sixty days' transaction history on all First National Bank accounts

Referencing for all transactions to recipients

Real-time payments to First National Bank customers/recipients

Segregation of duties for users, customised per requirement

Permit one to nine signatories to authorise financial transactions

Future-dating payments up to **12 months** in advance

Flexible statement options including formats and delivery options

Event logs to monitor user activity online

Payment notifications sent by SMS or email

Customised user access to specific accounts

Customise billing to account level or to a nominated account



Bank Charges – *GHS Continued*

Additional Services (Online Banking)	
History Retention 90 Days	7.96
History Retention 120 Days	10.61
History Retention 150 Days	13.26
History Retention 180 Days	14.54
Statements Retention 90 Days	7.96
Statements Retention 120 Days	10.61
Statements Retention 150 Days	13.26
Statements Retention 180 Days	15.92
CSV Historical Statements	1.00
Administrator Reactivation	Free

Foreign Exchange Account

Go beyond borders. Bring the world closer with our foreign exchange solutions.



The Foreign Exchange Account is designed for business customers who receive income in foreign currencies.

This account is funded locally with foreign exchange generated from activities within Ghana, transfers from outside Ghana or transfers from other Foreign Exchange Accounts in Ghana.

Features and Benefits



Ownership

Can be opened by **customers** in their **business capacity**



Currencies

Accounts can be opened in the following currencies: **USD, GBP** and **Euro**



Safe and secure

Safe and secure method of **maintaining foreign funds**



Exchange

Funds can be transferred outside of Ghana but only under the **Exchange Control** regulations with accompanying documentation



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Foreign Currency Account

Global Wealth Solutions

Go beyond borders. Bring the world closer with our foreign exchange solutions.



The Foreign Currency Account is targeted at business customers who receive foreign currency from abroad (outside of Ghana).

This account can be funded with inward remittances from abroad, foreign cheque deposits or transfers from other Foreign Currency Accounts.

Get more done



Ownership

Can be opened by **customers** in their **business capacity**



Currencies

Accounts can be opened in the following currencies: **USD, GBP** and **Euro**



Safe and secure

Safe and secure method of **maintaining foreign funds**



Exchange

Funds can be transferred outside of Ghana but only under the **Exchange Control** regulations with accompanying documentation



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Bank Charges

Fees listed below are USD/USD equivalent relative to all FEA & FCA charges (USD,GBP,EUR)

Monthly Account Fee (FCA)	0.2% of average deposit capped at USD100/GBP100/Eur100
Monthly Account Fee (FEA)	0.5% of average deposit capped at USD100/GBP100/Eur100
Online and Mobile Banking Subscriptions	Free
inContact	Free

Cash Withdrawals

Cash withdrawal fee on FCA/FEA accounts not funded with cash	3% on amount withdrawn
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Deposits

Cash Deposit at First National Bank Branch	Free
Cheque Deposit at First National Bank Branch	Free

Prepaid Purchases

Using eChannels & Mobile Channels	Free
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Inter-account Transfers

Using Mobile/Electronic Channels	Free
Branch	5.00

Payments

Outward Swift transfers (FCA/FEA Funds)	0.75% min USD 50.00 plus USD 30.00 swift fee
Externalization fee (FEA funds)	1%
Local Swift Payments (MT205)	USD 50
Local Dollar Cheque settlement(MT 205)	USD 50



Bank Charges

Fees listed below are USD/USD
equivalent relative to all
FEA & FCA charges (USD,GBP,EUR)

Balance Enquiries

Using eChannels & Mobile Channels	Free
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Statements

E-Mail (First Monthly Statement)	Free
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Statement Online/App/Mobi/(View/Download)	Free
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Additional Statements (Online)

Daily	Free
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Weekly	Free
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Bi-monthly	Free
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Cheque Books

50 pages (USD/EUR Cheque Book)	USD: 10.00 / GBP: 10.00 / EURO: 10.00
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Business Trade Services

Connects you and your business to the world.

Whether you are new, an expert or somewhere in between, we have a product or service designed for you.

First National Bank Business Trade offers a range of **foreign trade solutions** to suit your needs, whether you are sending or **receiving money globally or managing imports and exports**. First National Bank's Business Trade makes it easy to transact around the world.

Value Added Service

Merchant Services



Get the right **card acceptance** solution at the right price. We provide card payment acceptance solutions, deliver **high performance transaction authorization** as well as a routing and settlement platform across industries. The complete Merchant Services solution provides a **competent** and **cost-effective** platform that accepts card payments, safely and securely.



Cash In Transit (CIT)



With our Cash In Transit service, your cash proceeds will be collected by an armed **cash in transit guard** and placed in **tamper evident security bags** and **canisters** and taken to a **secure cash** centre facility. No need to go into a branch or queue. Cash is collected from your **premises**.





Bank Charges

Letters of Credit – Import (Cash Covered) – Sight/Usance

Establishment/Issuance	0.5% per qtr. min USD 100.00 plus USD 30.00 swift fee
General Amendment fee	USD 100.00 flat plus USD 30.00 swift fee
Amendment – extension (date and/or amount)	0.5% per qtr. min USD 100.00 plus USD 30.00 swift fee
Query / Swift Fee	USD 30.00
Payment commission	0.5% min USD 60.00 plus USD 30.00 swift fee
Expired /Unutilised LC	USD 80 + swift USD 30.00
Discrepancy fee (charged to beneficiary account)	USD 100.00 per drawing
Cancellation Fee	USD 100.00 + swift USD 30.00

Letters of Credit – Import (Non-Cash Covered) – Sight/Usance

Establishment/Issuance	1.0% per qtr. min USD 100.00 plus USD 30.00 swift fee
General Amendment fee	USD 100.00 flat plus USD 30.00 swift fee
Amendment – extension (date and/or amount)	1.0% per qtr. min USD 100.00 plus USD 30.00 swift fee
Payment Commission(Settlement)	0.5% min USD 60.00 plus USD 30.00 swift fee
Expired /Unutilised LC	USD 80 + swift USD 30.00
Discrepancy fee (charged to beneficiary account)	USD 100.00 per drawing
Query / Swift Fee	USD 30.00
Cancellation Fee	USD 100.00 + swift USD 30.00



Bank Charges

Letters of Credit – Export

Advising commission	USD 100.00 + swift USD 30.00
Transfer (Without Confirmation)	0.5% plus swift of USD 30.00
Confirmation Fee	(Bank and country risk determined) per qtr. min USD 100.00
Amendment Fee	USD 30.00
Negotiation (FOB)	0.5% per quarter, min USD 100.00
Amendment with our Confirmation	(Bank and country risk determined) per qtr. min USD 100.00 plus swift USD 30.00
Amendments (general)	Swift USD 30.00
Presentation	0.25% min USD 100.00
Cancellation	USD 100.00 + swift USD 30.00
Transfer of LC for non customers	1.0% transfer amount plus Swift USD 30.00
Courier Fee	Actual costs
Swift / Queries	USD 30.00



Bank Charges

Guarantees	
Establishment/Issuance	0.5% per qtr or part thereof min USD 50.00
Amendment - General	USD 50.00 plus swift USD30.00
Amendment (extension date and/or amount)	0.5% per qtr or part thereof min USD 50.00
Advising clients	USD 50.00
Advising Non-clients	USD 100.00
Swift / Queries	USD 30.00
Courier Fee	Actual costs
Cancellation	USD 100.00
Documentary Collections – Import	
Handling Charges per item	0.3% min USD 50.00
Swift Fee	USD 30.00
Amendment	0.3% min USD 50.00
Overdue bill per quarter (Reminder)	USD 50.00
Avalisation	0.75% of value
Payments	0.65% min USD 50.00
Documentary Collections – Exports	
Handling Charges per item	0.3% min USD 50.00 max USD150.00
Courier Fee	Actual costs
Swift Fee	USD 30.00
Settlement Commission	Free

Have Your Say



Introducing 'Have your say' – an exciting new feature on the First National Bank Ghana App.

The 'Have your say' feature gives you the opportunity to share your queries, suggestions, complaints or compliments with us.

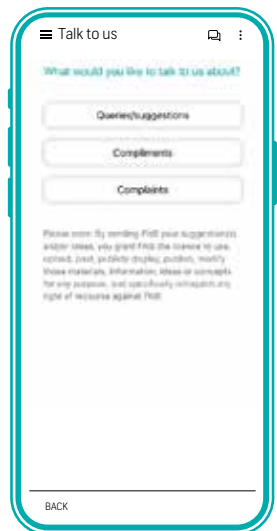
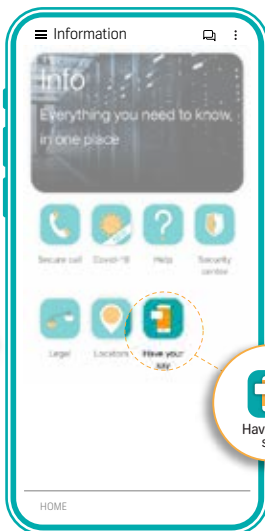
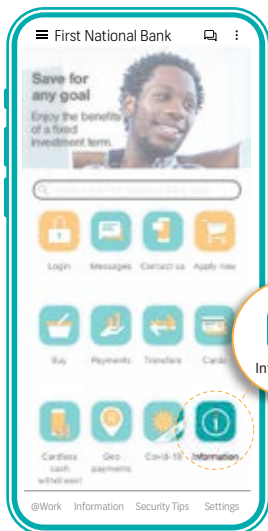
Once your feedback has been submitted, a First National Bank consultant will follow up within the next **24-48 working hours** to help.

Activation

To activate the 'Have your say' feature on your smart phone, **please download** the updated First National Bank Ghana App on the **App Store** or **Google Play Store**.



Update our App today!



Important Information

First National Bank Ghana Limited, a licensed Commercial Bank, reserves the right to change fees or introduce new fees from time to time. If we do this, **we will give you a minimum of 30 days’ notice of these changes**. You will also find the changes on the First National Bank website: www.firstnationalbank.com.gh

- We strive to keep the information provided in the pricing guide as accurate as possible, and we will not be held responsible if an error or omission is found.
- You must apply for each product or facility individually.
- The grant of any product or facility is subject to the qualifying criteria of that product or facility.
- Each product or facility has a set of terms and conditions for that specific product or facility. We agree on these terms and conditions with the applicant.
- If there is a disagreement between the product or facility-specific terms and conditions and what is outlined in this pricing guide, the Bank will follow the product facility-specific terms and conditions that apply to such a product or facility.
- The Bank reserves the right to change the features of any product or facility at any time.
- All fees quoted are VAT inclusive and are effective from 1 September 2022 to 31 August 2023.

Glossary of terms

In the case where we’ve used terminology specific to First National Bank, we have shown the wording that other banks may use.

FNB term (As Used In Guide)	Standard terminology
Card purchase	Card transaction
Payment	Third party payment/stop order
Slimline devices	Mini ATMs
eChannels	Online banking, telephone banking, Interactive Voice Response (IVR) and FNB ATMs
Mobile channels	Cellphone banking and the FNB App
EFT	Electronic Fund Transfer

Contact us

For account opening requirements
visit **www.firstnationalbank.com.gh**
or call **+233 242 435 050**
or email **CBService@firstnationalbank.com.gh**

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Help changes everything



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