

Important Notice: Increase in Fees and Charges

Dear Valued Customer,

We hope this message finds you well. We wanted to inform you of an important change to our bank's fee schedule that will be effective starting November 1st 2023. This change reflects our ongoing commitment to providing you with the highest quality of banking services and maintaining the highest standards of security and convenience for all our customers.

Due to various factors such as inflation, and rising operational costs, we have found it necessary to make adjustments to certain fees and charges associated with our banking services. While we strive to keep fees as low as possible, we must ensure the sustainability of our operations while delivering the level of service you expect from us.

Please take note of the following changes to our fee schedule:

	Revenue Streams	New Tariff
1	Minimum Cost on Turnover (COT)	<ul style="list-style-type: none">• D500.00 Corporate accounts• D150.00 Individual accounts
2	Minimum Arrangement Fees	<ul style="list-style-type: none">• D1,000.00
3	Payment Instructions to Third Parties	<ul style="list-style-type: none">• D1,000.00
4	Commitment and Penalty Fees	<ul style="list-style-type: none">• D200.00 for mobile app applicants.• D300.00 for over-the-counter applicants.
5	Visa Statements	<ul style="list-style-type: none">• D2,500.00
6	E-Banking Service Fees	<ul style="list-style-type: none">• D15.00
7	Statement Printouts	<ul style="list-style-type: none">• D10.00 per sheet of hard copy
8	Account Closure Fees (Clearance)	<ul style="list-style-type: none">• D500.00 for retail customers.• D1,000.00 for corporate customers.
9	Standing Order to other Banks	<ul style="list-style-type: none">• D150.00
10	Stop Payment Instructions (Stop Cheque)	<ul style="list-style-type: none">• D100.00
11	Cheque Books	<ul style="list-style-type: none">• D200.00 for 25 leaves.• D400.00 for 50 leaves.
12	Bid Bond	<ul style="list-style-type: none">• D1,500.00 Minimum fee.• D7,500.00 Maximum fee.

We understand that changes in fees and charges can be a concern for our valued customers. However, we assure you that we have taken great care to review and analyze these adjustments in order to minimize any impact on our customers and to remain competitive within the industry.

We value your continued partnership and will continue to provide you with exceptional banking services. Should you have any questions or require clarification regarding these changes, please don't hesitate to reach out to our customer service team at 7169497 or visit your nearest branch, where our dedicated staff will be happy to assist you.

Thank you for your understanding and cooperation. We look forward to serving you and exceeding your expectations.

Yours sincerely,

Management

Trust Bank