

# Pricing Guide

This brochure provides an overview of our pricing in order to help you make the right choices for your banking requirements.

All prices include VAT and are effective as of 6 April 2010.



**Mercantile Bank**  
Member of CGD Group

Mercantile Bank Limited. Reg no 1965/006706/06  
An Authorised Financial Services and Credit Provider NCRCP19



## Electronic Banking

By making use of our cost effective electronic banking services, you can save on banking charges whilst accessing banking services whenever you need them.

### Business

- Monthly subscription  
BANK@bility R 416.00
- Transaction costs
  - Between Mercantile Bank accounts  
(inter-account transfers between own accounts) R 4.00 per transaction
  - To accounts held at other banks R 8.00 per transaction
  - Batch Payments R 8.00 per item
  - Biller Payments R 8.00 per transaction
  - STP Payments 0.45% minimum R 215.00  
maximum R 640.00 per transaction  
plus Swift fee R 100.00
- Loan Withdrawals R 65.00

### Individuals

- Monthly subscription  
BANK@bility R 50.00
- Transaction costs
  - Between Mercantile Bank accounts  
(inter-account transfers between own accounts) R 4.00 per transaction
  - To accounts held at other banks 50% of service fee
  - Biller Payments 50% of service fee
  - STP Payments 0.45% minimum R 215.00  
maximum R 640.00 per transaction  
plus Swift fee R 100.00
- Loan Withdrawals R 65.00

### Manual Fees

- Support Call Out Fee R 550.00 (1<sup>st</sup> 2 hours, thereafter R 350.00 ph)

### New Fees

- Password re-issue R 130.50
- Declined transactions
- Future-dated payments - insufficient funds on action date R 150.00
- Recalls - after action date R 275.00
- 1 Sided Email / SMS notifications R 0.90
- 2 Sided Email / SMS notifications R 1.80
- 1 Sided Fax notifications R 3.50
- 2 Sided Fax notifications R 7.00
- DIGIPASS™ token R 300.00
- Non Return of DIGIPASS™ token cancellation fee R 300.00

For further details call the BANK@bility Customer Care: 0860 11 99 23

## Current Account

### Cheque Process Fees

- Individual R 5.73 / R 2.40 / R 33.39
- Business R 6.85 / R 1.87 / R 38.49

Process fees are based on a three-part formula. The formula R 5.73 / R 2.40 / R 33.39 indicates that you will pay R 5.73 for the first R 100, plus R 2.40 for each R 100 or part thereof there after with a maximum of R 33.39. By the way of example, on a cheque of R 810.00 the process fees would be R 24.93 (R 5.73 + (R 2.40 x 8)).

## Monthly Management Fees

All savings and current accounts will attract a monthly account management fee:

- Business Current Accounts R 57.00
- Personal Current Accounts R 28.50
- Savings Accounts R 13.68



## Cash Transactions

Cash withdrawals and deposits made over the counter attract the following charges:

### Cash Deposit fee

Deposit processing fee of R 3.39 per transaction plus R 1.58 per R 100.00 is payable

### Cheque encashment fee

Cheque process fee (see above) plus R 1.58 per R100 (Minimum R 10.00)

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## Cash withdrawal fee

• At the Counter	R 1.58 per R 100
• At MBL ATM	R 4.54 for the first R 100 plus R 1.24 per R 100 thereafter
• Other ATM	R 10.93 for the first R 100 plus R 1.24 per R 100 thereafter

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## Statements

All customers will receive one statement per month free. Any other statements will be charged for as follows:

### Provisional Statements

R 7.50 per page for provisional statements printed from the screen

R 8.70 per page for historical statements

### All customers requesting more frequent statements will be charged:

• Daily statements	R 57.00 per month
• Weekly statements	R 22.80 per month
• Bi-weekly statements	R 11.40 per month

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## Balance enquiry

• At the Counter	R 4.56
• At MBL ATM	R 1.98
• Other ATM	R 4.56

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## Penalty fees

• R/D Cheques*	R 165.27 per cheque returned
• Over the limit fee	R 114.00 per item causing the account to exceed the limit
• Debit Order returns**	R 165.27 per debit order returned

\* Cheques referred to drawer  
\*\* Debit orders not provided for

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## Guarantees

All secured guarantees issued by the bank have an establishment fee of 1% (minimum R 1,008.90). The renewal fees are determined by the type and security held for the guarantee. All commissions are payable on the basis of 6 months or part thereof.





## Card Fees

Bin numbers	Personal Classic 464475	Personal Gold 464476	Business Silver 477945	Business Gold 464477
<b>Card fees</b>				
Initiation fee	R 180.00	R 180.00	R 180.00	R 180.00
Service fee : Principal Card (monthly)	R 15.66	R 20.25	R 14.04	R 20.35
Service fee : Secondary Card (monthly)	R 10.00	R 10.00	R 14.04	R 20.35
Replacement card: Principal and secondary	R 90.00	R 90.00	R 90.00	R 90.00
<b>Transaction fees</b>				
Cash withdrawals (MBL ATM's)	R 4.54 per transaction +R 1.24 per R100	R 4.54 per transaction +R 1.24 per R100	R 4.54 per transaction +R 1.24 per R100	R 4.54 per transaction +R 1.24 per R100
Cash withdrawals (Other Local ATM's)	R 10.93 per transaction + R 1.24 per R100	R 10.93 per transaction + R 1.24 per R100	R 10.93 per transaction + R 1.24 per R100	R 10.93 per transaction + R 1.24 per R100
Cash withdrawals (International ATM's)	R 37.80	R 37.80	R 37.80	R 38.50
Cash withdrawals (Over-the-counter (OTC) at MBL)	R 37.80	R 37.80	R 37.80	R 38.50
Cash withdrawals (OTC at other local banks)	R 37.80	R 37.80	R 37.80	R 38.50
Cash withdrawals (OTC at international banks)	R 37.80	R 37.80	R 37.80	R 38.50
Cash deposit fee	R 3.39 per transaction + R1.58 per R100	R 3.39 per transaction + R1.58 per R100	R 3.39 per transaction + R1.58 per R100	R 3.39 per transaction + R1.58 per R100
ATM Balance enquiry (MBL)	R 2.16	R 2.16	R 2.16	R 2.20
ATM Balance enquiry (Other local ATM's)	R 3.78	R 3.78	R 3.78	R 3.85
ATM Balance enquiry (International banks)	R 5.40	R 5.40	R 5.40	R 5.50
<b>Administration and Collection fees</b>				
Late payment fee	R 162.00	R 162.00	R 162.00	R 165.00
Over limit fee	R 162.00	R 162.00	R 162.00	R 165.00
Unpaid debit order	R 162.00	R 162.00	R 162.00	R 165.00
Notice of default	R 19.44	R 19.44	R 37.80	R 38.50
Letter of demand	R 19.44	R 19.44	R 81.00	R 82.50
PIN replacement	R 47.52	R 47.52	R 47.52	R 48.40
<b>Disputes</b>				
Voucher retrieval (local)	R 54.00	R 54.00	R 54.00	R 55.00
Voucher retrieval (international)	R 216.00	R 216.00	R 216.00	R 220.00
False disputes	R 162.00	R 162.00	R 162.00	R 165.00
<b>Copy of statement</b>				
Provisional statement	R 7.39	R 7.39	R 7.39	R 7.52
Duplicate statement	R 8.62	R 8.62	R 8.62	R 8.78
<b>Drive Card</b>				
Drive Card Monthly Service Fee (per card)		MBL FEE R 40.00		
Drive Card Processing Fee (per transaction)		R 3.50		





## Foreign Exchange

Some of the more common foreign exchange transactions are listed below.  
More information on charges can be obtained from your nearest Branch.

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|---|---|
| • Sale of foreign traveller's cheques<br>Minimum charge   | 1.50 % charged on the Rand value<br>R 100.00                    |
| • Purchase and sale of foreign notes<br>Minimum charge  | 1.75 % charged on the Rand value<br>R 90.00                     |
| • Foreign outward electronic payments<br>Minimum charge<br>Maximum charge<br>Swift fees per transaction | 0.45% charged on Rand value<br>R 215.00<br>R 640.00<br>R 100.00 |
| • Foreign inward electronic payments<br>Minimum charge<br>Maximum charge                                | 0.35% charged on Rand value<br>R 114.00<br>R 610.00             |

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## Mercantile Bank's tips on reducing your banking costs

### Interest

- Pay off your loans with the highest interest rates first.
- Do not borrow to cover your daily living expenses.

### Bank charges

- Bank electronically  
ATM's and BANK@bility offer you facilities that are cheaper to use than branches or cheques
- ATM's  
Use ATM's to withdraw cash. Remember to use Mercantile Bank ATM's wherever possible to avoid paying SASWITCH charges
- Avoid penalty charges  
Avoid charges for denied transactions by ensuring you have sufficient funds available in your account to cover the amount of the transaction.
- Minimise cash related fees  
Avoid cash deposit and handling fees by using payment methods such as transfers and electronic payments.
- Avoid penalties on your credit card  
To secure up to 55 days of interest free credit, pay the instalment on your credit card by the due date.

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## Further information

For more information on our latest fees, and assistance in maximising the benefits of our products and services, visit your nearest Mercantile Bank Branch or call us on 086 030 9250

The Bank at all times reserves the right to review and amend charges and fees on all products, accounts and transactions.

