

NCBA BANK RWANDA PLC TARIFF GUIDE

EFFECTIVE JUNE 15TH 2021

PRODUCT/ SERVICE			PRODUCT/ SERVICE			PRODUCT/ SERVICE		
ENGLISH	RWANDA	BANK TARIFF	ENGLISH	RWANDA	BANK TARIFF	ENGLISH	RWANDA	BANK TARIFF
Account Management Fee	Gucunga Konti	Amount/ Ikiguzi	Standing order Monthly fee	Ikiguzi ku Amabwiriza ahoraho yo kohereza amafaranga aya mu gihugu ya buri kwezi	RWF 500	BANK GUARANTEES		
Account opening fee	Gufungura Konti	Free / Ntayo	Standing order local	Guhagarika/ Guhindura cg kubura amafaranga aya mu gihugu ya buri kwezi	RWF 5,000	Bank Guarantee	Umufuragiro ku ngwate yishingiwe na kashi	0.5% per quarter or part thereof (min RWF 50,000)
Savings Accounts	konti yo kuzigama	Refer to rate card (Products)	Standing order Cancellation	Guhagarika/ Guhindura cg kubura amafaranga aya mu gihugu ya buri kwezi	RWF 5,000	Commission (RWF100%/FCY110% cash covered)	Guhagarika Impapuro Zishingira (Guarantee)	RWF 50,000
Current Accounts (individual/Business) - RWF&FCY	"Konti yo kubitsa no kubikuzwa (Umuntu ku giti cye N'ibigo)"	Refer to rate card (Products)	Standing Order Monthly fee outgoing Int'l	Ikiguzi ku Amabwiriza ahoraho yo kohereza amafaranga aya mu gihugu ya buri kwezi	Usd 30 + Swift charges	Cancellation of Guarantee	umuragiro ku ngwate yishingiwe n'ibindi bitari kashi	1% per quarter or part thereof (min RWF 100,000)
Ledger Fees	Amafaranga Yo gucunga Konti buri kwezi	Amount/ Ikiguzi	Cards	Amakarita	Amount/ Ikiguzi	Bank Guarantee	Kongerera amasezerano y'Ingwate yishingiwe n'ibindi bitari kashi	0.5% per Quarter and th
Savings Accounts	konti yo kuzigama	Nil/Ntayo	Card Application	Gusaba Ikarita	RWF 5000	Commission (non cash covered)	Guhindura bimwe mu bigize Impapuro zishingira	RWF 50,000
Current Accounts Individual/ Business/ Corporate	"Konti yo kubitsa no kubikuzwa (Umuntu ku giti cye N'ibigo)"	RWF1,000, RWF2,000; FCY :USD 2, USD 3 or Equivalent	Card cash advances	Kubikuzwa Amafaranga kuri ATM ukoresheje ikarita ya VISA Credit	6% min RWF 2000 (Business & Personal Gold)	Guarantee handling fee	Ikiguzi ku mpapuro za Bank zishi ngira	RWF 50,000
Transaction Fees & Charges	Amafaranga agenda kuri serivisi zinyuranye	Amount/ Ikiguzi	Card replacement (lost or damaged)	Gusimbura Ikarita yatakaye cg yangiritse	RWF 5,000	Import LC	Inyandiko mpeshanguzanyo itumiza ibicuruzwa mu gihugu	
Over the counter cash withdrawal of an ≤ Rwf 200,000 (For individuals)	Kubikuzwa amafaranga ≤200,000 Rwf kuri gishye (Kuri konti y'umuntu ku giti cye)	FRW 3000	Withdrawal (CBAR Card)	Kubikuzwa ukoresheje ikarita	RWF 200	"LC Opening commission (110% cash covered) 120% > YR"	"Gutanga Inyandiko mpeshanguzanyo itumiza ibicuruzwa mu gihugu hatanzwe ingwate ya amafaranga kuri konti"	0.5% per quarter or part thereof, Max USD 10,000 or Equivalent
Over the counter Withdrawal-Savings Accounts	Kubuluzwa kuri Konti zo kuzigama	RWF 200	ATM international Withdrawal	Kubikuzwa ukoresheje ikarita yo mumahanga	RWF 3,000	"LC Opening (with non cash covered)"	"Gutanga Inyandiko mpeshanguzanyo itumiza ibicuruzwa mu gihugu yishingiwe n'ibindi bitari kashi"	1.2% per quarter or part thereof, Max USD 10,000 or Equivalent
Over the counter lack of funds withdrawal	Sheki yajekubikuzwa itazigamiye	10% of the amount	Withdrawal (Other bank's Card)	Kubikuzwa ukoresheje ikarita y'andi ma banki	RWF 400	LC Acceptance commission (Cash covered)	Umufuragiro wo kwemeza Inyandiko mpeshanguzanyo	0.5% per quarter or part thereof, Min RWF 100,000
Cash withdraw with counter cheque leaf	Kubikuzwa amafaranga kuri gishye ukoresheje kitansi	RWF 1000	Card replacement (lost or damaged)	Visa Gold Credit Card- Gusaba guhabwa ikarita	RWF 30,000	Adding confirmation	Ikiguzi cyo kwemeza Inyandiko mpeshanguzanyo	Correspondent Bank Charges
Account statement	Urupapuro rugaragaza imikorere ya Konti	RWF 1000 per page/ Kuri buri rupapuro	Card replacement (lost or damaged)	Visa Gold Credit Card- ifatabuguzi ku mwaka	RWF 30,000	LC Payment/Settlement commission	Kwishyura inyandiko mpeshanguzanyo	0.5% non cash Covered ; 0.25% Cash covered a maximum of USD 10,000
Dormant/Inactive Account Reactivation	Gusaba kongera gukoresha Konti	Free/Ntayo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 100,000	LC Amendments	Guhinduzwa inyandiko mpeshanguzanyo	0.5% per quarter or part thereof, Min RWF 50,000
Cheque	Sheki		Card replacement (lost or damaged)	Visa Gold Business Credit Card- ifatabuguzi kumwaka	RWF 50,000	LC extension of period	"Kungera igihe Gutanga Inyandiko mpeshanguzanyo itumiza ibicuruzwa mu gihugu yishingiwe n'ibindi bitari kashi"	1.2% per quarter or part thereof, Min 50,000
Cheque Certification	Kwemeza sheki izigamiye	RWF 5,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Discrepancy Fee	Ikiguzi cyo kwemeza Inyandiko mpeshanguzanyo	1.2% per quarter or part thereof, Min 100,000
Cheque Book (24 leaf)	Agatabo Ka sheki (Impapuro 24)	RWF 4,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Import LC/ commitment fee	Ikiguzi cyo kwemeza Inyandiko mpeshanguzanyo	0.5 cash covered, 2% non Cash covered
Cheque Book (48 leaf)	Agatabo Ka sheki (Impapuro 48)	RWF 8,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Swift Message	Ikiguzi cy'uburyo bwa Swift	CAS COVERED: 0.5% per quarter or part thereof, (Min 100,000) + NON CASH COVERED: 1.2% per quarter or part thereof (min RWF 100,000)
Cheque Book (96 leaf)	Agatabo Ka sheki (Impapuro 96)	RWF10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Cancellation of LC	Guhagarika inyandiko mpeshanguzanyo	USD 30
Express Cheque Book	Agatabo ka sheki Kihuse	RWF10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Export LC	Inyandiko mpeshanguzanyo yohereza ibicuruzwa hanze y'igihugu	
Payment order	Karine ya Payment order	RWF 3,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Confirmation Fee	Gutanga Inyandiko mpeshanguzanyo yohereza ibicuruzwa hanze y'igihugu	RWF 100,000 or USD equivalent
Stop payment (cheque payment order)	Guhagarikisha sheki cg ubundi bwishyu	RWF 3,000 per leaf/ Kurupapuro	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Payment commission	Kwishyura impapuro mpesha nguzanyo	0.25% maximum usd 5,000
Stop payment (cheque payment order)	Guhagarikisha sheki cg ubundi bwishyu	RWF 8,000 per series/ Ku gatabo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Advising Commission	Kumenyesha Inyandiko mpesha mwenda Zitumiza ibicuruzwa biva mu Rwanda	0.25% Max RWF 100,000
Cheque discrepancy	Sheki itujuye neza harimo ikinyuranyo	RWF 1,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	LC Advising Fees with our Confirmation (Export LC)	Kumenyesha Inyandiko mpesha mwenda Zitumiza ibicuruzwa biva mu Rwandahiyongereyeho kuyemeza	0.5% per Quarter or part there of
Same day value cheque in collection	Kwishyurwa uwo muni kuri Sheki Zoherezwa zisabirwa kwishyurwa	1% min RWF10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Courier	Ikiguzi cyo kohereza Courier	USD 50
Unpaid outwards Cheque	Sheki itazigamiye yo muyindi Banki	N/A	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Bill discounting	Kwishingira Fagitire itumiza ibicuruzwa hanze y'igihugu	
Returned cheque insufficient funds (Over the counter/Clearing)	Sheki itishyurwa kuko itazigamiye yakiriwe kuri Guichet	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Handling commission (against acceptance or payment)	Umufuragiro kuri service yo Kwishingira Fagitire itumiza ibicuruzwa hanze y'igihugu	0.15% min USD 30 + courier charges
Cheque collection FCY Locally above Usd10,000	Kubikuzwa sheki mu madarari >10,000	Rwf : 100,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Documentary collection Import Collection Document	Return Documents	
Transfers Local	Kohereza amafaranga hagati y'abakiriya ba CBA Rw	Nil/ Ntayo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Returned Documents	itumiza ibicuruzwa mu gihugu yishingiwe	RWF 50,000
Internal Transfer	Kohereza amafaranga hakoreshejwe uburyo bwa EFT	Rwf 500	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Unpaid Bill Supervision	Gukurikirana impapuro z'ubwishyu zitishyurwa	RWF 30,000
EFT Outgoing	Kohereza amafaranga hagati y'abakiriya b'andi ma banki (Mu Rwanda)	FRW 500; USD 5 or equivalent	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Past due (unpaid bill supervision)	Ikiguzi kubukererwe mu kwishyura Fagitire itumiza ibicuruzwa hanze y'igihugu	USD 25 per quarter
EFT/ RTGS Incoming	Kwakira amafaranga hakoreshejwe uburyo bwihuse (RTGS)	Nil/ Ntayo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Export collection Document	Kwishingira Fagitire yohereza ibicuruzwa hanze y'igihugu	
RTGS Outgoing	Kohereza amafaranga hakoreshejwe uburyo bwihuse (RTGS)	RWF 1,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Payment commission	Umufuragiro mu kwishyura fagitire yohereza ibicuruzwa hanze y'igihugu	0.25% + Courier
Incoming Transfer (Local)	Kwakira amafaranga yoherejwe ava Mu gihugu	Nil/ Ntayo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Advising Commission	Ikiguzi cyo Kumenyeshwa	0.25% MAX RWF 100,000
Foreign Services	Serivisi Mpuzamahanga		Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Avalisation	Kwemeza impapuro z'ubwishyu zitumizwa hanze	1% flat, RWF 100,000 min
Outward TT	Kohereza amafaranga hanze	0.5% minimum, Usd30 maximum Usd 200 + Swift charges USD 15	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Bill discounting + financing of presentations (ref. Credit limits)	Kwishyura fagitire yohereza ibicuruzwa hanze y'igihugu mbere y'igihe cyagenwe	0.25% (min usd 100) per bill +actual interest +postage
Swift cancellation	Iseswa ry'ikiguzi cy'uburyo bwa Swift	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	NB:		
SWIFT Charges	Kohereza no kwakira amafaranga hakoreshejwe SWIFT	USD 15	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000	Note: All above charges are exclusive of VAT. Interest payable is subject to withholding Tax(WHT) at the ruling rate		
Tracing Charges	Gushakisha aho amafaranga yoherajwe cg yakiriwe	USD 15 or Equivalent	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Cash withdraw charges against inward transfers (FCY)	Kubikuzwa amafaranga atari kashi yakiriye amafaranga atari kashi	0.5% for amount up to 5,000 and 1% >5000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
EAC cheque for collection	Kubikuzwa sheki yishyurwa nyuma yo koherezwa muri EAC	0.5% min USD 15 Max \$50 plus Courier Charges/ Hiyongereyeho ikiguzi cyo kohereza	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Recalling funds	Kugaruza amafaranga	Usd20+ correspondent Banks charges/ Hiyongereyeho ikiguzi cy'izindi banki	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Amendment of message	Gukosozwa cg Kuzuzwa ubutumwa bwa Swift	Usd 20 + other bank charges/ Hiyongereyeho ikiguzi cy'izindi banki	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Amendment fee	Gukosozwa cg Kuzuzwa ubutumwa bwa INR	RWF 5000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Indian Rupee Telegraphic Transfers	Kohereza amafaranga y'u Buhinde mu Buhinde	RWF 6,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Other Services	Kwishyura imishahara		Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Salary processing fee	Per bulk payment & charged to the employer Rwf 5000	Per bulk payment & charged to the employer Rwf 5000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Treasury Bills/ Bonds Submission	Kugura impapuro zagaciro muri BNR	Retail RWF 10,000; Corporate and Business RWF 20,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
School fees Collection	Kwakira amafaranga y'ishuri	Nil/ Ntayo	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Swift statement MT940 MT950	Ikiguzi cy'uburyo bwa Swift	RWF 25,000 per Month	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Account Modification (Product change in the same category)	Guhindura ubwoko bwa konti	RWF 3,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Audit certificate balance	Icyemezo cy'uko Konti ihagaze gisabwa N'umugenzuzi	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Certificate of Good standing	Icyemezo cy'uko umukiriya akorana na banki	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Balance Confirmation	Icyemezo cy'uko Konti ihagaze	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Loan Clearance Certificate/ Certificate of Indebtedness	Icyemezo cy'uko ufite umwenda cg utawufite	RWF 15,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Retrieval of Documents	Gusaba kopi y'inyadiko yatakaye cg yangiritse	RWF 10,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing Orders	Guhindura Amabwiriza ahoraho yo kohereza amafaranga	RWF 2,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing order amendment	Amabwiriza ahoraho yo kohereza amafaranga	RWF 2,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing Order set up	Amabwiriza ahoraho yo kohereza amafaranga atishyurwa kumpamvu z'amafaranga adakwiye	RWF 5,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Unpaid standing order	Amabwiriza ahoraho yo kohereza amafaranga atishyurwa kumpamvu z'amafaranga adakwiye	RWF 5,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing order Monthly fee outgoing local	Ikiguzi ku Amabwiriza ahoraho yo kohereza amafaranga aya mu gihugu ya buri kwezi	RWF 500	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing order Cancellation	Guhagarika/ Guhindura cg kubura amafaranga aya mu gihugu ya buri kwezi	RWF 5,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 50,000			
Standing Order Monthly fee outgoing Int'l	Ikiguzi ku Amabwiriza ahoraho yo kohereza amafaranga aya mu gihugu ya buri kwezi	Usd 30 + Swift charges	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Cards	Amakarita		Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Card Application	Gusaba Ikarita	RWF 5000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Card cash advances	Kubikuzwa Amafaranga kuri ATM ukoresheje ikarita ya VISA Credit	6% min RWF 2000 (Business & Personal Gold)	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Card replacement (lost or damaged)	Gusimbura Ikarita yatakaye cg yangiritse	RWF 5,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Withdrawal (CBAR Card)	Kubikuzwa ukoresheje ikarita	RWF 200	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
ATM international Withdrawal	Kubikuzwa ukoresheje ikarita yo mumahanga	RWF 3,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Withdrawal (Other bank's Card)	Kubikuzwa ukoresheje ikarita y'andi ma banki	RWF 400	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Visa Gold Credit Card Joining Fee	Visa Gold Credit Card- Gusaba guhabwa ikarita	RWF 30,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Visa Gold Credit Card Annual Subscription	Visa Gold Credit Card- ifatabuguzi ku mwaka	RWF 30,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Visa Gold Business Credit Card Joining Fee	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	RWF 100,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Visa Gold Business Credit Card Annual Subscription	Visa Gold Business Credit Card- ifatabuguzi kumwaka	RWF 50,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Visa Gold Business Credit Card Additional Card	Visa Gold Business Credit Card- Gusaba indi Karita	RWF 50,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Balance inquiry	Kureba amafaranga usigaranye	RWF 50	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Balance inquiry print	Gusohora inyandiko y'amafaranga asigaye kuri Konti Kongera gusaba umubare w'ibanga w' Ikarita	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Re issue pin	Guhagarikisha ikarita	RWF 1,000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Stopping Card	Guhagarikisha ikarita	RWF 500	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Stop Card	Kwaka Impapuro zigaragaza imikorere ya konti mugihe waka	RWF 5000	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Account statement Visa Use	Gusohora inyandiko y'incamacye ku byakozwe kuri Konti	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Mini statement	Gusohora inyandiko y'incamacye ku byakozwe kuri Konti	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
MOBILE BANKING	SERVICE ZO KURI TERE FONI IGEN DANWA		Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Balance enquiry	kubaza asigaye kuri konti	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Mini-statement	Incamahe y'Imikorere ya konti	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Loan details	kubaza ibijyanye n'umwenda	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Cheque book request	Gusaba agatabo ka sheki	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Forex enquiry	kubaza ibyivunjisha	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Airtime purchase	kugura ikarita yo guhamagara	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Electricity purchase	kugura umuriro	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
Funds transfer	kohereza amafaranga	RWF 100	Card replacement (lost or damaged)	Visa Gold Business Credit Card- Gusaba guhabwa ikarita	Usd 30 + Swift charges			
PIN change	Guhindura umubare w'ibanga	RWF 100	Card replacement (lost or damaged)	Vis				