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Customer Tariff Guide

Effective

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Savings

1st Savings Regular Account

Interest rate	2% paid quarterly
Withdrawals and Deposits at the branch	$2.50 per item (2 free transactions per month)
Withdrawals and Deposits at the ATM	Free
Minimum monthly balance to avoid service charge	N/A
Minimum opening value	$20.00
Monthly service charge	$3.00

1st Step Savings Account

Interest rate	2.25% paid monthly
Withdrawals and Deposits at the branch	$2.50 per item (2 free transactions per month)
Withdrawals and Deposits at the ATM	Free
Minimum monthly balance to avoid service charge	N/A
Minimum opening value	$20.00
Monthly service charge	$3.00

1st Heritage Senior Citizens Account

Interest rate	2% paid monthly
Withdrawals and Deposits at the branch	$2.50 per item (2 free transactions per month)
Withdrawals and Deposits at the ATM	Free
Minimum monthly balance to avoid service charge	N/A
Minimum opening value	N/A
Monthly service charge fee if account falls below minimum	N/A

Other Fees Applicable

Early closure of account (within six months of opening date)	$25.00
Charge for certifying balance of savings account	$25.00
Replacement of passbook (Alpha and Heritage Gold exempted)	$30.00
No passbook transaction	N/A
Use of ATM – all transactions	Free
Mobile banking	Free
Internet banking	Free
Statement (printout) of account	Free
Third party withdrawals (Heritage Gold exempted)	$5.00
Bill payments at the branch	Free
Letters to Embassies, Consulates, Credit Confirmations etc.	$25.00
Search for vouchers: *Dated within 1 year* *Dated within 1 year but less than 5 years* *Dated over 5 years*	 $15.00 per item $25.00 per item $50.00 per item

Current Accounts

Personal Chequing Account

Monthly Service Charge	Minimum - $7.50
Debit/withdrawal/Cheque entries to account	$1.00 per entry plus stamp duty
Deposits at the branch	Free
Internet Banking	Free
Mobile Banking	Free
Minimum opening value	$100.00
Overdraft Facility	Applicable to account
Cheque books	25 pages - $32.00 50 pages - $50.00 100 pages - $87.00

Business Chequing Account

Monthly Service Charge	Minimum - $7.50
Monthly Service Charge (USD accounts)	Minimum – US$7.50
Debit/withdrawal/Cheque entries to account	$1.00 per entry plus stamp duty
Deposit at the branch	Free
Internet Banking	Free
Mobile Banking	Free
Minimum opening value	$100.00
Overdraft Facility	Applicable to account
Cheque books	50 pages - $53.00 100 pages - $92.00 200 pages - $171.00

Other Fees Applicable

Cheque encashment (non-customers)	$3.00
Early closure of account (withing three months of opening date)	$30.00
Early closure of account (within six months of opening date)	$25.00
Charge for certifying balance of chequing account	$25.00
Charge to transfer funds to cover NSF/Overdraft	$15.00
Returned items/NSF Charge	$75.00
Stop payments	$25.00 per item

Withdrawal by way of instructions letter	$10.00 (inhouse) $15.00 (to another Financial Institution)
Duplicate or additional statements	$15.00 per month requested
Banker's Report or Audit Confirmation	$50.00
Statement (printout) of account	$5.00 per sheet
Credit Reports to other businesses, banks etc	$50.00
Bill payments at the branch	Free
Letters to Embassies, Consulates, Credit Confirmations etc.	$25.00
Search for vouchers: *Dated within 1 year* *Dated within 1 year but less than 5 years* *Dated over 5 years*	 $15.00 per item $25.00 per item $50.00 per item

Certificates of Deposit / Fixed Deposit Accounts

Regular Certificate of Deposit / Fixed Deposit

Rates

Interest Rate	Kindly refer to branch as rates are subject to change

Penalties

Charge for accounts closed within 6 months of opening	$20.00
Premature closure	Interest will only be paid after a minimum period of 6 months.
Premature closure after 6 months	1% reduction on existing rate being paid.

Lending

Overdrafts

Authorized drawing of cheques within an agreed overdrawn limit

Personal

Negotiation Fee	1.5% or minimum of $100.00
Minimum Negotiation Fee	$250
Excess Rate	18% or minimum $250

Business

Negotiation Fee	1.5% of amount
Minimum Negotiation Fee	$250
Excess Rate	18% or minimum $250

Other Applicable Fees

Hive off overdraft to loan (arrangement fee)	1% of amount or minimum $250
Minimum monthly interest charge	$35
NSF cheque paid fee	$50 per item
Annual Re-negotiation	1% or minimum of $100.00
Temporary limits or Excesses	1% or minimum $100.00

PERSONAL/CONSUMER LOANS

Deposit	Discretionary

- Granted normally to assist with personal financing and purchasing consumer durables.
- Fixed repayment programme normally in equal instalments up to 5 years or as applicable.

VEHICLE LOANS

New vehicles

Deposit	0%
Maximum repayment period	8 years

Used vehicles

Deposit	
Up to $35k	0%
Over $35k	10%
Maximum repayment period	5 years

New minibuses

Deposit	20%
Maximum repayment period	5 years

Used minibuses

Deposit	30%
Maximum repayment period	5 years

LAND LOANS

Granted to individuals to assist with the purchase of land.

Maximum repayment period	20 years
Deposit	5%
Interest calculation	Reducing balance of the loan

MORTGAGE LOANS

Granted to individuals to assist with the purchase of residential property.

Maximum repayment period	35 years
Deposit	10% or mtge Indemnity Ins.
Interest calculation	Reducing balance of the loan

COMMERCIAL EQUIPMENT LOANS

Down payment	35%
Maximum repayment period	Discretionary

COMMERCIAL BUILDING LOANS

Down payment	35%
Maximum repayment period	15 years

STUDENT LOANS

Granted normally to students or their parents/guardians to assist the former in following a period of study at a university.

Requirements

From institution	Letters of Acceptance and cost of tuition from the university
Security	Lien over credit balance and/or Mortgage over property and/or Guarantee, and Life Insurance Policy.
Waiver of collateral	Up to $20,000; note 2 Guarantors required.
Maximum loan amount	$250,000
Maximum repayment period	10 years
Interest Repayments	Interest to be repaid from (first) drawdown of loan
Principal + Interest Repayments	3 - 6 months after completion of studies.

Other Applicable Fees

Statement of interest paid (if loan is current)	$25 per annum
(if loan in in arrears)	$50 per annum
Account statement	$5 per sheet
Credit Reports to other businesses, banks, etc	$50
Bankers' Reports/Auditors Reports	$50
Collection Fee (Non-Accrual Loans)	1% of loan amount at the time given no-accrual status. Maximum $500
Loan refinancing fee	$250

Cards

Credit Cards

Visa Classic Credit Card

Interest rate	19.5% per annum
Cash Advance Fees	2% minimum $10.00
Annual Fee	$100
Additional Card (co-applicant)	$50
Replacement Card	$30.00
Late payment fee	$50
Over the limit fee	$50

Gold Classic Credit Card

Interest rate	19.5% per annum
Cash Advance Fees	2% minimum $10.00
Annual Fee	$150
Additional Card (co-applicant)	$75
Replacement Card	$30.00
Late payment fee	$50
Over the limit fee	$50

Platinum Credit Card

Interest rate	19.5% per annum
Cash Advance Fees	2% minimum $10.00
Annual Fee	$200.00
Additional Card (co-applicant)	$75
Replacement Card	$30.00
Late payment fee	$50
Over the limit fee	$50

Visa Business Credit Card

Interest rate	19.5% per annum
Cash Advance Fees	2% minimum $10.00
Annual Fee – 1st year	$400.00
Annual Fee – subsequent years	$200.00
Additional Card	$165.00
Replacement Card	$30.00
Late payment fee	$50.00
Over the limit fee	$50.00

Business Platinum Credit Card

Interest rate	22% per annum
Cash Advance Fees	2% minimum $10.00
Annual Fee	$400.00 1st year $200.00 subsequent years
Additional Card (co-applicant)	$165.00
Replacement Card	$30.00
Late payment fee	$50
Over the limit fee	$50

Other Credit Card Fees

Emergency Card	XCD$50.00/USD$20.00
Return Cheque Fee	$50.00
Limit Increase Fee	$35.00
Immediate Payment	$20.00
Statement History Request (minimum)	$25.00
Decline for Insufficient Funds	$5.00 $10.00 for Platinum

Debit Cards

VISA Debit Card

Annual Fee	$20.00 $40.00 Business debit cards
Annual Fee – Heritage Gold account holders	Free
ATM Fees – 1st National Bank ATMs	Free
ATM Fees – AT ATMs of other banks locally	$5.00 plus network fees
ATM Fees – AT ATMs Regionally and Internationally	
Transactions up to $300	$5
Transactions over $300	2% of transaction amount
Point of Sale Merchants - Locally	Free
Point of Sale Merchants - Regionally and Internationally	
Transaction up $100	$2.00
Transaction above $100	2% of transaction amount
Replacement Card	$25.00
Stolen Card Replacement With Police Report	Free
Point of Sale or ATM Decline Insufficient Funds outside St. Lucia	$2.50

**International Debit Cards are not issued on 1st Step Savings*

ATM Cards

Annual Fee – Savings and Chequing account holders	Free
Annual Fee – Alpha and Heritage Gold account holders	Free
ATM Fees – 1st National Bank ATMs only	Free
Replacement Card	$25

Point of Sale Machines

Rental Fee (Wired Terminal)	$50.00
Rental Fee (Wireless Terminal)	$100.00
Merchant discount rate (Wired)	Calculated using merchant sales figures.
Merchant discount rate (Wireless)	Calculated using merchant sales figures.
Approved Point of Sale Debits	FREE
Declined Point of Sale Debits	$2.50

Other Services

Securities

Buy/Sell (Local Shares)	2% - minimum $50.00
Buy/Sell (Foreign Shares)	2% - minimum $100.00
Collection Charge on Coupons/Dividends	3% - minimum $25.00
Redemption of Local Debenture	0.5%
Receipt and Custody of Treasury Bills	$50.00 plus insurance
Redemption of Treasury Bills	$25.00

Shareholders' Services

Acceptance of share certificate indemnities	$10.00
Issuing of duplicate share certificates	$25.00 per certificate
Dividend payments (to shareholders without an account)	Paid less cost of postage overseas, plus cost of draft.
Basic list of shareholders	$5.00 per page, max. $100.00
Confirmation letter of shareholding	$25.00
Search for shareholders' certificates (5 years or older)	$25.00
Cost per share	$3.00

Bills for Collection

Bills for Collection – Inward

Collection Commission	1% on first $25,000.00 0.5% on excess or min. $50.00
*Bonds, guarantees & indemnities **without** full cash collateral*	
Up to $25,000.00	1.5% or min. $250.00 per annum
Over $25,000.00	0.75% or min $250.00 per annum
*Bonds, guarantees & indemnities **with** full cash collateral*	
Up to $50,000.00	$250.00 per annum
Over $50.000.00	$500.00 per annum
Customs Bonds on Personal Effects	1% or min $250.00
Performance Bonds	1.5% or min $250.00 per annum
Return Commission	$50.00
Re-shipping of goods	$300.00 plus expenses
Bills for Acceptance (in addition to normal Commission)	$50.00
Bills paid by instalments	$30.00 per instalment

Delivery Order	$50.00
Endorsement of Shipping Documents	$30.00
Endorsement of Parcel Post Notices	$25.00
Extending due date or altering tenor of bill	$30.00
Payments to Agents	$30.00
Holding Commission	$50.00 per month - commencing one month after arrival of goods (sight bills)
Interest Charge - Sight	As billed by Principals, or current overdraft rate
Protest Fee	$120.00 plus legal fees
Airmail Charges (advising principals)	$6.00 per advice

Bills for Collection – Outward

Holding Commission - Clean Bills /Cheques sent on collection	$50.00
Travellers Cheques and Drafts	$4.00

Foreign Trade

Charges for foreign currency transactions in which same currency tendered for that being purchased	1% handling charge min. $10.00

Letters of Credit

Outward (Commission)	
Up to $50,000.00	1%
Excess of $50,000.00	0.5% - minimum $75.00
Amendments	$50.00 per amendment
Letter of Credit over 3 months	0.25% per month - min. $30.00
Interest	2% over base rate
Deposits on Foreign Currency re L/C	Refund at buying rate
Confirmation of Irrevocable Letter of Credit	0.5% per month - min. $75.00
Advising Credits	$30.00 plus expenses
Acceptance under Inward L/C	0.5% per month - min. $50.00
Negotiation Fee	
Up to $25,000.00	0.75%
Excess of $25,000.00	0.5% - min. $30.00

Revolving Credits - Each drawing	1% - min. $30.00, plus interest
Standby Credits (e.g.) Credits in support of facilities)	
First three months	1%
Per month thereafter	0.25% - min. $30.00
Transferable Credits	0.5% - min $30.00

Bills Discounted

Handling Charge (Sight or Term)	0.5% - min $30.00
Interest Charge (Sight Bill). Interest charge for Client's other lending	Min. $30.00
Rebate on Bills paid before maturity	2% below discounted rate

Bills Negotiated - Clean

Foreign Currency Cheques	
If EC equivalent less than $500.00	$5.00
If EC equivalent is $500 or more	1% of EC equivalent – min $10

Bills Negotiated - Documentary

Negotiations	
Up to $25,000.00	1% - min. $30.00
Excess of $25,000.00	0.5% - min $200.00

Wire Transfers

Transfers - Inward - Clean Payments

For credit to a Branch	
Up to $500.00	$10.00
Over $500.00	$20.00
For credit to another Bank	
Up to $500.00	$10.00 + cost of settlement
Over $500.00	$20.00 + cost of settlement

Transfers Outward - Telegraphic Transfers / SWIFT

SWIFT/Cable/Telex Charge	

Caribbean Region and USA	$75.00
Other Countries	$100.00

Drafts

Bank Draft

Issue / Re-issue	$10.00 plus stamp duty
To place stop or caution	$35.00
Repurchase	Buying Rate used
Handling Charge on Foreign Currency Draft	$10.00
Manager's cheques	$10.00 plus stamp duty

Electronic Funds Transfer (EFT)

Self Service Payroll

Monthly Charge	$40.00
Charge per file	$5.00
Charge per transaction	$0.35

In Branch

Charge per file	$15.00
Charge per transaction	$1.00

Night Safe Services

Rental of wallets	$150.00 per wallet per annum
Repairs to wallet	N/A
Disposable bags	$150 per 100 disposable bags
Replacement of trap key	$10.00 plus cost of replacement

Safe Custody Services

Sealed Envelope	$50.00 per annum
Small Packages	$100.00 per annum
Locked Boxes, Trunks, etc.,	$200.00 per annum
Safe Deposit lockers - Small	$125.00 per annum
Safe Deposit lockers - Medium	$150.00 per annum
Safe Deposit lockers - Large	$175.00 per annum
Safe Deposit lockers – Extra Large	$200.00 per annum
Visits (2 free per month)	$5.00
Authorized forced entry	$20.00 + Lock-smith charge
Special services including listing of contents for Estate purposes	50% of annual rental min. $50.00
Custody of obsolete security items if not collected within one month's notice	$50.00
Identification of abandoned (property) safe deposit boxes, admin fee	$50.00 per annum

Standing Orders

Loan Repayments	Free
Internal Transfers	$5.00
Transfers to Other Banks	$10.00
Other	$10.00

Sundry Services

Bill Payments	Free
Online/ Via ATM	Free
Photocopies	$5.00 per sheet
Special Clearing Fee	$15.00

Branches at Ports

BUREAU-de-CHANGE (GFL Charles Airport)

In addition to the foregoing charges, the following will apply:

Cash Advance on non-4C's credit cards	2% of E.C. equivalent - min.$8.00

Cash Advance on 4C's credit cards	$10.00
Telephone authorization	$20.00
Cheque Encashment	$5.00
Exchange of Foreign Currency:	
Equivalent less than $135.00	3.75% min. $2.00
Equivalent $135.00 - $1000.00	$5.00
Equivalent > $1,000.00	0.5% of Equivalent
Deposits to accounts (max. $5,000.00)	$5.00 each
Savings Account withdrawals	$5.00 each