



**FIRST ALLIANCE BANK (Z) LTD**  
(Registered Commercial Bank)

**FAB mPOS Tariff Guide**

Effective from: 01<sup>st</sup> May 2021

This tariff guide is issued specifically for the clients acquiring the First Alliance Bank mobile Point of Sale (FAB mPOS) who have existing current business accounts with us.

Part 1.

The fees for the type of services are categorised as follows:

<u>Product</u>	<u>Monthly fee</u>
1. Basic	ZMW500.00
2. Silver	ZMW1,000.00
3. Gold	ZMW1,500.00
4. Platinum	ZMW2,000.00

\*These fees include the software and support fees.

Please contact our FAB mPOS sales team for the features attached to each product or see our website. [www.firstalliancebankzambia.com](http://www.firstalliancebankzambia.com)

Part 2.

**Merchant Discount Rate (MDR) = 2%**

Part 3.

**Escalation of customer complaints.**

All complaints to be addressed to:

Digital Banking Unit  
First Alliance Bank Zambia Ltd  
Head Office, Plot 627  
Cairo road  
Email: [mpos@fabank.co.zm](mailto:mpos@fabank.co.zm)  
Tel No. 260 211 237 202