

CUSTOMER SERVICE FEES & CHARGES

(July 21, 2014)

10.	STATEMENT		
Banks will provide up to 4 free statements per annum as required by Section 5 of the Prudential Statement 4.			
a)	Statements issued when full	\$1.00/page	On request
b)	Special request for issue of statements	\$1.00/page	On request
c)	Repeat statements	\$1.00/page	On request
d)	Computer printout	\$1.00/page	On request
11.	CERTIFICATES SUPPLIED		
a)	Certificate of Balance	\$10.00/page	On request
b)	Certificate of Interest	\$10.00/page	On request
c)	Comprehensive Certificates supplied for audit purposes, Bill Holdings, goods shipped, deeds and documents held etc, each certificate	\$20.00	per certificate
d)	Photocopy/Replacement certificates	\$10.00	per certificate
12.	PHOTOCOPY		
a)	Photocopy request	\$1.00	per page
b)	Photocopy/Replacement certificates/security/ documents	\$5.00	per document
13.	SAFE CUSTODY		
a)	Annual Fee	\$10.00	Annually
b)	Establishment		
	i) 20cm x 10cm items	\$15.00	Annually
	ii) Larger items	\$20.00	Annually

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14.	FINANCIAL BOOKS RECORDS (Duplicate)		
	Duplicate book/reproduction/ search for records/documents	\$20.00/hr or any part hour	Per person searching
15.	PERIODIC PAYMENT		
a)	No payment due to lack of funds	No Fee	
b)	Payment by bank cheque	\$5.00	Per cheque
c)	Payments to accounts within the Bank (periodic)	\$1.50/deduction	Up to 5 deduction per account
d)	Payments to accounts at other Banks	\$1.50/deduction	Up to 5 deduction per account
16.	STOP CHEQUE/PAYMENT NOTICE		
	Stop payment TDB Cheque	\$10.00	Per cheque
17.	REPURCHASE TDB CHEQUE		
	Repurchase TDB Cheque from Customer	\$5	Per cheque
18.	RE-ISSUE/REPLACE ORIGINAL TDB CHEQUE		
	Re-issue/Replace original TDB cheque (lost/destroyed/stolen)	\$5	Per cheque
19.	MONEY TRANSFER		
Fee		\$4 per transaction	
Large Cash Handling Fee		Amount of Money Transfer	
\$50		\$10,000 to \$50,000	
\$75		\$50,001 to \$99,999	
\$100		\$100,000 and above	
Large Cash Handling Fees only apply to business related transfers			
Important Customer Service: Prior notice of 30 days would be given any changes in or new fees and charges as required by Section 3.9 of Prudential Statement 4			

TONGA DEVELOPMENT BANK

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Tonga Development Bank



Head Office/'Ulu'i 'Ofisi

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	Fee Description	Amount	Frequency
1.	PASSBOOK SAVING ACCOUNT (Non Profitable Organization and Personal Savings Account-S1)		
a)	Maintenance Fee	\$4.00	Quarterly
	(i) Non Profitable	No Fee	
	(ii) Personal Savings A/C	No Fee	
b)	Inoperative fee account	\$2.50	Monthly
2.	OTHER PERSONAL SAVINGS ACCOUNT		
2.1	Government Payroll - S4		
a)	Minimum balance requirement	\$12.00	
b)	Service Fee	No Fee	
c)	Maintenance Fee	\$4.00	Quarterly
d)	Inoperative fee account	\$2.50	Monthly
2.2	Special Savings – S2		
a)	Minimum balance requirement	\$10.00	
b)	Service Fee	No Fee	
c)	Maintenance Fee	\$2.00	Quarterly
d)	Inoperative fee account	\$2.50	Monthly
2.3	Micro Lending Savings – S20		
a)	Minimum balance requirement	\$1,000	
b)	Service Fee	N/A	
c)	Maintenance Fee	Waive	
d)	Inoperative fee account	\$2.50	Monthly when a/c is inactive after a year
e)	Interest paid twice yearly		1st Jan & 1st July
f)	Interest Rate	2% p.a (none on balances less than \$100)	Calculated on min mthly bal
g)	Min. deposit to open a/c & each subsequent deposit	\$10.00	
h)	Minimum withdrawal	\$10	
i)	No withdrawals in account until balance reaches \$1,000 Thereafter withdrawals be within minimum balance of \$1,000		
3	WITHDRAWAL AT OTHER THAN HOME OFFICE		
	Charge for confirmation of a/c balance prior w/drawal	\$2	Per transaction

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4.	DEPOSIT BEARING INTEREST ACCOUNT		
	Dormant Fee	No Fee	
5.	TERM DEPOSIT / TDB PROMISSORY NOTES		
a)	Early Redemption Fee		
	<T\$50,000	T\$50.00 plus 2% interest penalty	When customer requests for redemption
	T\$50,000 – T\$100,000	\$70.00 plus 2% interest penalty	When customer requests for redemption
	>T\$100,000	0.05% of Principal plus 2% interest penalty.	
b)	Penalty rate	2% reduction	On redemption
c)	Interest rate adjustment calculated on portion of term completed	2% reduction	On redemption
6.	FAX MESSAGES		
	Statement/Vouchers etc.	\$2.00/page \$5.00/page	Incoming Outgoing
7.	GANG PAYMENT FEES		
		No Fee	
8.	PAYMENTS FROM LISTS		
a)	Manual Transfer to other	\$4.50	Per transaction
b)	Wage/salary & creditor payment	\$1.50	Per transaction
9.	LOST PASSBOOK / CARD / PIN		
a)	Passbook	\$10.00 (1 week waiting)	\$15 for immediate replacement
b)	Handycard/card access	No Fee	
c)	Visa Debit credit card	No Fee	
d)	PIN	No Fee	

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