

Effective December 1, 2025



Customer Fee Guide

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Day-to-Day Banking Services

LOCAL

Account Printout

In-branch, email or telephone request	\$598.00 per account
Online	FREE

Auditor's Confirmation

In-branch	\$4,025.00 per confirmation plus \$1,388.77 per hour for listing securities
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Balance Enquiry

In-branch, email or telephone request	\$296.14 per account – Personal \$1,150.00 per account – Business
Multi-link	\$30.95
Online/Mobile App/NCB ATM/IVR	FREE

Bank Statement (Duplicate/Interim)

In-branch, email or telephone request	\$1,500.00 per account
Online	FREE

Cash Deposits – Bank Accounts Personal

In-branch (where offered)	Cash Deposit in Excess of J\$1M per day - J\$4.75 per J\$1,000.00 on total deposit amount
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Cash Deposits - Business Accounts

Dropbox (for clients not required to use direct pickup service)	Cash Deposit in Excess of J\$3M per day - J\$4.75 per J\$1,000.00 on total deposit amount
Quick Credit (qualifying accounts only)	Cash Deposit in Excess of J\$3M per day - J\$4.75 per J\$1,000.00 on total deposit amount Plus \$8,050 monthly per account – SMEs \$12,650 monthly per account – Commercial & Corporates

Cheque Deposits – Bank Accounts

Personal Accounts

ATM	FREE
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Business Accounts

Dropbox (for clients not required to use direct pickup service)	FREE
Remote Cheque Capture (qualifying accounts only)	\$2,961.38 per month
Direct pick-up service for businesses (cash and cheque deposits)	Penalty charge for cheques not delivered same business day - \$246.80 per item Contact your Relationship Manager

NCB Cheque Encashment Fee

\$350.00 per item over J\$15,000.00

Cash Supply Fee – Business Accounts

Supplying cash to customers to facilitate their business operations. (Contact your Relationship Manager for other currencies)

J\$4.00 per \$1,000.00 requested if in excess of J\$500,000.00 per day
US\$5.24 per \$1,000.00 requested if in excess of US\$3,000.00 per day

Deposits to NCB Credit Cards – Personal & Business

In-branch – cheques (where offered)

FREE (cheques will be held for normal recourse period)

In-branch – cash (where offered)

Cash Deposit in Excess of J\$1M (Personal) & J\$3M (Business) per day - J\$4.75 per J\$1,000.00 on total deposit amount

ATM - cash only

FREE

Online / Mobile App (from NCB account)

FREE

Online / Mobile App (from Non-NCB account)

FREE
Available via RTGS from Non-NCB account to NCB credit card

Disposable Bags for Depository Services (Dropbox & Pick-up)

First 50 bags FREE then \$2,950.00 per set of 50 thereafter

Manager's Cheque

Purchased from NCB Account

\$480.00 per item

Purchased with J\$ Cash

\$1,555.21 per item

Purchased for value J\$1,000,000.00 and over

\$5,750.00 per item + Cheque Fee (\$480.00)

Replacement Manager's Cheque

\$1,500.00 per item

Duplicate Manager's Cheque

\$1,480.68 per item

Overdraft on Account

Agreed rate of interest
Minimum per month - \$5,750.00

Pre-Authorized Payment (PAP) / Direct Debit

In-branch Setup

\$365.13 per item

Returned for Insufficient Funds

\$486.67 per item

Standing Order

In-branch Setup

\$365.13 per request

Recurring transaction

FREE

Cancellation/Amendments

\$365.13 per request

Online Setup

FREE

Recurring transaction

FREE

Cancellation/Amendments

FREE

Special Letter

(e.g. Colleges, Mortgage Companies abroad etc.)

\$2,569.48 per letter

Sweep Facility

J\$84.27 per sweep
US\$1.23 per sweep
CAN\$1.33 per sweep
GBP£0.78 per sweep
EUR€0.92 per sweep

Transfer to NCB Third Party Accounts

In-branch

under Online / Mobile App Banking limit

\$1,400.00 per request

above Online / Mobile App Banking limit

FREE

(Seniors 65yrs and over exempt)

Online / Mobile App

FREE

Transfer Between Own NCB Accounts	
In-branch (Seniors 65yrs and over exempt)	\$1,400.00 per request
Online / Mobile App	FREE
Transfer to Accounts at Other Local Banks	
In-branch	
Via RTGS – Personal	\$1,600.00 per entry
via RTGS (Real Time Gross Settlement)- Business	\$3,450.00 per entry
Online	
ACH (Automated Clearing House)	\$25.00 per entry (including returns)
ACH single credit/entry valued at J\$1M and over	\$5,750 per entry
ACH Recall of Payment	\$3,000.00 per transaction / \$6,000.00 per file
ACH entry valued at J\$1M and over presented	\$5,750.00 per item
Incoming / Outgoing RTGS	\$207.00 per entry (including returns)
RTGS Recall of Payment	\$3,450.00 per transaction / \$10,000.00 per file
Voucher Search	
(At customer's request)	\$1,725.00 per item per hour or part thereof Minimum \$1,725.00 per item
Withdrawals - Cash	
In-branch (where offered) (Seniors 55yrs and over exempt)	\$379.50 per withdrawal over \$100,000 \$750.00 per withdrawal up to \$100,000
ATM	
Current Accounts (with/without cheques)	FREE – first four (4) transactions per month, \$25 per transaction thereafter at NCB ATMs
Savings Accounts (Gold Club and Quick Save exempt)	FREE – first two (2) transactions per month, \$35 per transaction thereafter at NCB ATMs
Certification of Balance of Account	
(Including Certificate to Embassies)	
In-branch	J\$2,062.10 per Certificate

FOREIGN

Certification of Balance of Account

(including Certificate to Embassies)

In-branch

US\$16.64 per Certificate
CAN\$17.88 per Certificate
GBP£10.58 per Certificate
EUR€12.37 per Certificate

Foreign Cheque (BN)

(Excluding Travelers Cheques)

\$67.83 per item plus stamp duty on each cheque

Foreign Currency (Cash) Presented in Exchange for Draft / Wire Transfer

2.93% commission plus cost of draft/wire transfer
Minimum
US\$29.39
CAN\$39.40
GBP£23.69
EUR€28.14

Foreign Draft (Sold)

\$2,000.00

International Wire Transfer

Inward

\$4,000.00 per transfer

Outward

In-Branch

\$5,312.48

Online

\$3,000.00

International Funds Transfer

Inward – Visa Direct (Funds Disbursement)

\$350.00

Locally Negotiated Foreign Currency

Manager's Cheque

US\$ 5.75
CAN\$5.96
GBP£3.70
EUR€4.36

Processing of Cheque drawn in US\$ on a European Bank

\$1,130.43 per item plus stamp duty on each cheque

Replacement Draft

\$2,000.00

Request for Wire Payment Confirmation from Overseas Banks

US\$25.00

Request to Overseas Bank for Recalling Wire Payment

US\$46.00

Transfer Between NCB Accounts/

In-branch

US\$10.18 per request
CAN\$13.46 per request
GBP£8.00 per request
EUR€9.51 per request

Online /Mobile Banking

FREE

Voucher Search

(At customer's request)

US\$24.87 per item per hour or part thereof
Minimum US\$24.87 per item

Personal Account Services

CURRENT ACCOUNTS

LOCAL

TRANSACTION ACCOUNTS – On the Go (No Cheques)

Minimum Balance Violation NONE

Service Charge NONE

CHEQUING ACCOUNT

Minimum Balance Violation No charge if minimum monthly credit balance is \$75,000.00 and above. \$108.71 per entry, if minimum monthly credit balance falls below \$75,000.00.

Service Charge \$1,015.27 minimum monthly

Cheque Books

In-branch pick up
Each set of 100 leaves \$3,200.00

Courier delivered
Each set of 100 leaves \$4,200.00

Cheque valued at J\$1M and over presented via ACH \$5,750.00 per item

Cheque Paid Over Limit/Balance \$2,760.00 per item

Cheque Returned by Other Banks/NCB Branches and Subsequently Charged Back to Customer's Accounts
\$2,070.00 per item - NCB A /C
\$2,070.00 per item - Other Bank
\$2,070.00 per item - Insurance Companies

Foreign Cheques – locally cleared
US\$40.69 per item
CAN\$34.90 per item
GBP£20.82 per item
EUR€24.67per item

Foreign Cheques – all others
US\$40.69 per item

Cheque Returned by Account Holding Branch/Bank

Refer to Drawer \$2,100.00 per item
Uncleared Effects \$2,100.00 per item
Technical Reasons \$2,100.00 per item

Debit Against Uncleared Funds \$690.00 per item

Stop Payment/Cancellation \$473.81 per item/\$592.42 per item

SAVINGS ACCOUNTS

LOCAL

Minimum Balance Violation Fee – Quick Save

None

Minimum Balance Violation Fee – Other Savings Accounts

Minimum Balances

No charge if minimum balance is maintained, otherwise \$212.75 for each month that the balance is below the minimum

Regular Save	- \$5,000.00
Gold Club	- \$5,000.00
Sunshine Savers	- \$10,000.00

CURRENT ACCOUNTS

FOREIGN

CFC Chequing Accounts

Service Charge

Accounts with cheque books

No charge if minimum monthly credit balance is US\$1,000.00 and above.
US\$4.07 per entry, if balance falls below US\$1,000.00.
Minimum charge per month US\$14.23.

Cheque Books

(Courier Delivered)

Each set of 100 leaves

US\$23.00

Cheque Books

(Branch Pick-up)

Each set of 100 leaves

US\$34.50

Deposit of Foreign Currency Cash

2.3% on total monthly deposit exceeding 10,000 units

USD Cash Overlimit Return Fee

(Applicable to deposits uncollected after two (2) business days by the customer)

In Branch (Dropbox)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

Beryllium – (Drop Box and Direct Pickup)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

CURRENT ACCOUNTS

FOREIGN

CFC Chequing Accounts

Service Charge

Accounts with cheque books

No charge if minimum monthly credit balance is US\$1,000.00 and above.

US\$4.07 per entry, if balance falls below US\$1,000.00.

Minimum charge per month US\$14.23.

Cheque Books

(Courier Delivered)

Each set of 100 leaves

US\$23.00

Deposit of Foreign Cheques

US

US\$2.14 per item

CAN

CAN\$2.14 per item

GBP

GBP£2.14 per item

EUR

EUR€2.14 per item

Plus stamp duty on each cheque

Debit Against Uncleared Funds

US\$9.02 per item

CAN\$12.16 per item

GBP£7.28 per item

EUR€8.65 per item

Stop Payment

US\$45.21 per item

Unpaid Cheque

US\$24.86 per item

SAVINGS ACCOUNTS

FOREIGN

CFC (Foreign Currency) Savings Accounts Minimum Balance Violation Fee

US\$2.84 per debit entry
CAN\$3.07 per debit entry
GBP£1.81 per debit entry
EUR€2.12 per debit entry

Deposit of Foreign Currency Cash

(Applicable to deposits exceeding 10,000 units of foreign currency cash per month to any local or foreign account)

2.3% on total monthly deposit exceeding 10,000 units

Overlimit Return Fee

(Applicable to deposits uncollected after two (2) business days by the customer)

In Branch (Dropbox)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

Beryllium – (Drop Box and Direct Pickup)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

Deposit of Foreign Cheques

US\$2.14 per item
CAN\$2.14 per item
GBP£2.14 per item
EUR€2.14 per item
Plus stamp duty on each cheque

Service Charge

5 free debits monthly. Thereafter
US\$5.41 per debit entry
CAN\$4.86 per debit entry
GBP£3.32 per debit entry
EUR€3.62 per debit entry

Business Account Services

CURRENT ACCOUNTS

Cheque Books (Branch Pick-up)

Each set of 600 leaves \$15,144.46

Cheque Books (Courier Delivered)

Each set of 600 leaves \$12,315.56

Cheques Paid Over Limit/Balance

\$2,760.00 per item
US\$25.53 per item
CAD\$34.26 per item
GBP£20.60 per item
EUR€24.47 per item

Cheque Returned by Other Banks/NCB Branches and Subsequently Charged Back to Customer's Accounts

\$2,070.00 per item - NCB A /C
\$2,070.00 per item - Other bank
\$2,070.00 per item - Insurance Companies
Foreign Cheques –
US\$40.69 per item
CAN\$43.78 per item
GBP£26.26 per item
EUR€30.27per item

Cheque Returned by Account Holding Branch/Bank

Refer to Drawer \$2,100.00 per item
Uncleared Effects \$2,100.00 per item
Technical Reasons \$2,100.00 per item

Debit Against Uncleared Funds

\$690.00 per item

Service Charge

No charge if minimum monthly credit balance is
\$200,000.00 and above.
\$108.71 per entry if minimum monthly credit balance falls below
\$200,000.00
Minimum charge per month - \$915.27

Specially Printed Cheque Leaves

Supplier's cost of cheque leaves plus 50% for handling

Specially Printed Deposit Book

Supplier's cost of deposit book plus 50% for handling

Stop Payment/Cancellation

\$592.42 per item

Swift Statement

\$500.00 per message

Corporate & Commercial

LOCAL

High Volume Cheque processing charge	\$197.42 per entry if 300 or more cheques are issued per month.
Courier Bags	\$1,150 per 100
Regular Deposit Books	1st 100 Free and then \$402.50 after
Incoming/Outgoing RTGS	\$207.00
Manual RTGS	\$5,750.00
Amendments to Wire Payments	\$856.98
Large Item Charge	\$5,750.00 per cheque or other ACH processed item valued at J\$1M and over
Replacement of Lost/Damaged Internet Banking Security Token	\$2,300.00
Specially Printed Deposit Book	Supplier's cost of deposit book plus 50% for handling (50.00% of cost collected from customer 43.48% to Commission Sundries and 6.52% to GCT)
Items paid against uncleared effects	\$690.00 per item
Temporary Overdraft (TOD)	\$5,000.00.00
Replacement Manager's Cheque	\$2,250.06 per item
Service Charge – J\$ Current Account	One free entry per \$500,000.00 of credit balance maintained. Minimum charge per month - \$690.99 OR J\$78.97 per entry for minimum monthly credit balance that falls below J\$500,000.00.
Manual transfer between accounts	\$2,070.00 per item

FOREIGN

Cheque Books (Branch Pick-up)

Each set of 600 leaves (for new accounts) US\$172.50

Cheque Books (Courier Delivered)

Each set of 600 leaves (for new accounts) US\$124.35

Debit Against Uncleared Funds

US\$9.02 per item
CAN\$12.16 per item
GBP£7.28 per item
EUR€8.65 per item

Service Charge

Accounts with cheque books

No charge if minimum monthly credit balance is US\$5,000.00 and above. US\$5.07 per entry, if balance falls below US\$5,000.00.
Minimum charge per month - US\$14.23

Deposit of Foreign Currency Cash

(Applicable to deposits exceeding 10,000 units of foreign currency cash per month to any local or foreign account)

2.3% on total monthly deposit exceeding 10,000 units

Overlimit Return Fee

(Applicable to deposits uncollected after two (2) business days by the customer)

In Branch (Dropbox)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

Beryllium – (Drop Box and Direct Pickup)

Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00

Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00

Cash Deposit in Excess of US\$19,999.99 per month - US\$450

Stop Payment

US\$45.21 per item

Unpaid Cheque

US\$24.86 per item

PAYROLL SERVICES

Deposit to Employees' Accounts

(List/Deposit Slips Provided by Employer)

Early Submission

\$493.56 per transaction to NCB account

\$592.27 per transaction to non-NCB account

Late Submission

\$592.27 per transaction to NCB account

\$690.99 per transaction to non-NCB account

Making Cash Payments from List Supplied by Employer

\$690.99 per name

Preparing Pay Packets Where Names and Amounts are Recorded by Employer

\$592.27 per name

Preparing Pay Packets Where Names and Amounts are Recorded by NCB

\$690.99 per name

Payroll Cashing Credit

Establishment /Renewal

\$489.36 per item

Amendment

\$4,404.26 per annum

\$4,404.26 per annum

BILLS FOR COLLECTION

Clean Bills	1.99% commission Minimum \$ 2,476.17
Collection Commission (Documentary – Inward & Outward)	1.99% commission Minimum \$6,809.47
Holding Charge	\$1,238.09 per month
Payment of Agent's Commission	\$1,893.90

LETTERS OF CREDIT

Advising or Amending Credit	\$4,012.76
Cancellation/Non-Utilization of less than 80% of value of Letter of Credit	\$5,382.98 plus out of pocket expenses plus foreign bank charge. Establishment Fee retained.
Confirmation of Credits	1.17% of amount Minimum \$2,446.81
Drawings Under Credit	0.63% of amount. Minimum \$2,936.17 plus foreign bank charge.
Inward Acceptance Commission	0.63% per month Minimum \$2,446.81
Outward Establishment Fee 1-59 days 60-119 days 120-179 days 180 days & over	1.17% of amount 1.76% of amount 2.35% of amount 3.52% of amount Minimum \$2,936.17 plus foreign bank charge
Standby Letter of Credit	2.25% per annum Minimum \$4,012.76 plus foreign bank charge.

LOANS

Credit Bureau Credit Reports (CRIFNM & Credit Info)		\$2,305.16 per request - personal accounts \$2,538.16 per request - business accounts
Credit Reports (Other)		\$3,195.53 US\$44.05
Commitment & Re-Negotiation Fee		
General		Minimum commitment fee \$12,000.00 Cash Secured Loans 1.50% Unsecured Loans 3.50% Secured Loans 3.50%
Guaranteed Premium Insurance Administration Fee		\$5,922.50 for the first year then payable monthly at \$493.35 commencing month thirteen.
Guarantee issued to Other Financial Institutions (Local)		
Cash Secured		\$7,403.42 per letter
Non-cash Secured		2.93% - 5.19% per annum depending on the amount, nature of security provided, risk involved, etc. Minimum \$7,403.42
Guarantee issued to Other Financial Institutions (Foreign)		
Cash Secured		1.17% per annum Minimum US\$215.31
Non-cash Secured		4.90% - 12.72% per annum depending on the amount, nature of security provided, risk involved, etc. Minimum US\$215.31
Guarantee issued to Service Provider		
Cash Secured		1.17% per annum Minimum \$7,403.42
Non-cash Secured		2.93% - 5.19% per annum depending on the amount, nature of security provided, risk involved, etc. Minimum \$7,403.42
Hypothecation Letter		\$7,403.42 per letter

Treasury & Correspondent Banking Division



Service Charge – J\$ Current Account	Minimum charge per month - \$824.91 OR J\$98.70 per entry for minimum monthly credit balance that falls below J\$500,000.00.
Swift Statements	\$500.00 per message
Auditors Confirmation	\$4,025.00 per confirmation plus \$1,207.63 per hour for listing securities
RTGS (Incoming /Outgoing Fee) Online	\$207.00 per entry
RTGS Recall of Payment	\$3,450.00 per transaction / \$10,000.00 per file
ACH	\$25 per number of accounts per file
ACH Recall of Payment	\$3,000.00 per transaction / \$6,000.00 per file
Manual RTGS	\$5,750.00 per entry
International Wire Transfer (Outward – Online) (Inward) Request for Wire Payment Confirmation from Overseas Banks Request to Overseas Bank for Recalling Wire Payment	\$3,000.00 per transaction \$4,000.00 per transaction US\$25.00 US\$46.00
Amendments to Wire Payments	\$856.98 per item
Large Item Charge	\$5,750.00 per cheque or other ACH processed item valued at J\$1M and over
Replacement of Lost/Damaged Internet Banking Security Token	\$2,300.00 per token
Specially Printed Deposit Book	Supplier's cost of deposit book plus 50% for handling (50.00% of cost collected from customer 43.48% to Commission Sundries and 6.52% to GCT)
Items paid against uncleared effects	\$690.00 per item
Overdraft on Account	Agreed rate of interest minimum per month - \$5,000.00
Replacement Manager's Cheque	\$2,250.06 per item
Voucher Search	\$1,725.00 per item per hour or part thereof/ Minimum cost per item
Manual transfer between NCB accounts	\$2,070.00 per item
Beryllium Cash Deposit Fee (Direct Pick-up)	\$3.90 per \$1,000.00

FOREIGN	
Cheque Books (Branch Pick-up)	
Each set of 600 leaves (for new accounts)	US\$172.50
Cheque Books (Courier Delivered)	
Each set of 600 leaves (for new accounts)	US\$124.35
Debit Against Uncleared Funds	US\$9.01 per item CAN\$12.15 per item GBP£7.28 per item EUR€8.65 per item
Service Charge Accounts with cheque books	No charge if minimum monthly credit balance is US\$5,000.00 and above. US\$5.07 per entry, if balance falls below US\$5,000.00. Minimum charge per month - US\$92.00
Deposit of Foreign Currency Cash (Applicable to deposits exceeding 10,000 units of foreign currency cash per month to any local or foreign account)	2.3% of deposit amount in excess of 10,000 units monthly
Overlimit Return Fee (Applicable to deposits uncollected after two (2) business days by the customer)	
In Branch (Dropbox)	Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00 Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00 Cash Deposit in Excess of US\$19,999.99 per month - US\$450
Beryllium – (Drop Box and Direct Pickup)	Cash Deposit from US\$11,000.00 to US\$14,999.99 per month - US\$200.00 Cash Deposit from US\$15,000.00 to US\$19,999.99 per month - US\$350.00 Cash Deposit in Excess of US\$19,999.99 per month - US\$450
Foreign Drafts (sold)	\$2,000.00 (For all drafts including drafts requiring issuance advice)
Replacement Drafts	\$2,000.00
Stop Payment on Foreign Drafts	US\$68.40 per item
Unpaid Cheque	US\$24.86 per item
Custodian Account Fee	\$57,500.00 per annum
Trade Ceiling Setup Fee	\$5,750.00 (one time fee)
Trade Ceiling Cancellation	\$5,750.00 per request
Trade Ceiling Request	\$1,150.00 per request
Settlement Agent Fee	\$3,450.00 per annum

Digital Channel Services

AUTOMATED BANKING MACHINES – Debit Cards

Using NCB ABM

Balance Enquiry	FREE
Bill Payments	FREE
Declined	FREE
Deposits	FREE
Transfers between own NCB accounts	FREE
Withdrawals (current accounts)	FREE – first four (4) transactions per month, \$25 per transaction thereafter
Withdrawals (savings accounts except Gold Club and Quick Save)	FREE – first two (2) transactions per month, \$35 per transaction thereafter

Using Non-NCB ABM (Multilink)

Withdrawal	\$60.00
Balance Enquiry	\$30.95
Declined	\$30.95

Using International ABMs

Withdrawal - EMV Visa Debit Card	\$500.00
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Transaction Conversion Fee

EMV Visa Debit Card	2.88%
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ONLINE BANKING / MOBILE BANKING APP – PERSONAL

www.jncb.com

Bill Payment	FREE
Transfers between NCB accounts	FREE
Transfers to Other Banks' accounts	See "Local - Day to Day Banking Services"
Transfers Overseas (Int'l Wire Transfers)	See "Foreign - Day to Day Banking Services"

ONLINE BANKING – BUSINESS

Access – Read Only	FREE
Access – Full	FREE for SMEs; \$2,202.13 per month for other business customers
Bill Payment	FREE
Electronic PAP	\$17.48 per transaction (\$10, 14 paid by insured)
Payroll Services	\$12.50 per transaction
Transfers between NCB accounts	FREE
Transfers to Other Banks' accounts	See "Local - Day to Day Banking Services"
Transfers Overseas (Int'l Wire Transfers)	See "Foreign - Day to Day Banking Services"

POINT OF SALE MACHINES – Debit Cards

Using NCB Point-of-Sale

Purchases (except Gold Club & Quick Save)	\$13.95
Declined	FREE

Using Non-NCB Point-of-Sale (Multilink)

Purchase	\$15.00
Declined	\$11.94

Using Non-Jamaican Based Credit/Debit Cards

Withdrawal – JMD	\$858.00
Withdrawal - USD	US\$6.54

Using International Point-of-Sale

Declined – JMD	\$69.00
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Using E-Commerce

Declined – JMD	\$69.00
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POINT OF SALE MACHINE – SERVICE CHARGE**Using NCB ePOS**

Monthly Subscription Fee per terminal	\$500.00
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TELE-BANKING (IVR) (1-888-NCB-FIRST)

Balance Enquiry, Bill Payment, Transfers between own NCB Accounts	FREE
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Replacement Visa Debit Card (including to accommodate PIN changes)	\$1,552.50
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Replacement of Lost/Damaged Internet Banking Security Token	\$2,300.00
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Customer Service Support

Use the “NCBAssist” feature in Online Banking or “ManageMyCard” portal in the Mobile App

NCBAssist services include:

- Making service requests relating to your bank accounts, bill payments, credit/debit cards and NCB Capital Markets investments
- Logging complaints
- Getting information on our products and services

The **ManageMyCard** portal allows you to conduct a range of service requests relating to your NCB credit card including:

- Blocking or unblocking your credit card
- Requesting a replacement credit card
- Dispute a card transaction; request interest or fee reversal

Call 1-888-NCB-FIRST

(1-888-622-3477) or **754-4-NCB** (622)
24/7 at our Customer Care Centre

NCB Customer Care Centre services include:

- Resolving digital channel access and transaction issues relating to our ATMs, Online Banking or the Mobile App
- Report a card lost/stolen

This Fee Guide lists the fees applicable to the new and more frequently used banking services. All fees are quoted in Jamaican dollars unless otherwise stated. The rates and details herein are subject to change without notice. Charges include General Consumption Tax (GCT).

NCB is a Jamaica Depository Insurance Company (JDIC) covered institution. The deposit insurance coverage for accounts covered by JDIC is \$1,200,000.00 per customer.