

Digital Banking Transaction Limit, Term and Tariff

Second Revision

1. Introduction

Bank fees are charges to a customer with a bank account for various services provided by a bank or as penalties for specific activities of the customer and these fees enable banks to maintain and improve their infrastructure, technology, and customer service¹. Establishing fee allows the financial institution to recoup operation expenses as part of their return on investment. In line with this on the charging fee approach it has to be more cautious as customers are seeking greater transparency in terms of product, pricing and accessibility. It is believed that price changes can be used as a transaction migration lever, as a small price change have a large impact on customer behavior. As it is evidenced by various literatures, customers are sensitive to price changes especially moving from free to a fee has a much larger mental effect on customers than a simple increase of the same size in existing fees (Deloitte Development LLC, 2013).

Therefore, to smoothly run Digital Banking operations, manage risks, and maximize its potential benefit, it is important to have clear operational Digital Banking Transaction limits, Terms and tariffs that will serve as a reference to all parties involved in Oromia Bank Digital Banking services.

2. Scope

This Digital Banking Transaction Limit, Term and tariff shall be applied by all organs involved in Oromia Bank Digital Banking Service.

¹ <https://www.financestrategists.com/banking/banking-fees/>

3. Digital Products and Services Transaction Limit, Term and Tariff

3.1. Transaction Limit

S. N	Service/Transaction Type	Channels	Existing Limit (in ETB)	New Limit (in ETB)	Remark
1.	Daily ATM Cash withdrawal	ATM	10,000	10,000	
2.	Daily Onus ATM Fund Transfer	ATM	100,000	50,000	
3.	Daily POS Purchase/Preauthorization	POS	100,000	200,000	
4.	Daily Cash Advance at Branch	POS	-	50,000	
5.	Daily Level 1 Orowallet Account Balance	Available Channels	5,000	10,000	This Limit will be applied as per the NBE Directive for Wallet Accounts.
6.	Daily Level 2 Orowallet account balance	Available Channels	20,000	75,000	This Limit will be applied as per the NBE Directive for Wallet Accounts.
7.	Daily Aggregate Transaction for Level 1	Available Channels	1,000	20,000	
8.	Daily Aggregate Transaction for Level 2	Available Channels	5,000	150,000	
9.	Daily Transfer to Non-register Customer	Available Channels	500	5,000	This Limit will be applied as per the NBE Directive for Wallet Accounts.
10.	Daily Transfer to own Accounts (Individual Customer only)	IB/MA/USSD	No Limit	No Limit	
11.	Daily Transfer to Other Customer in OB (Individual Customer only)	IB/MA/USSD	300,000	300,000	This transaction includes between Wallet and CBS Accounts
12.	Daily Transfer to own Accounts (Corporate Customer only)	IB/MA	No Limit	No Limit	
13.	Daily Transfer to Other Customer in OB (Corporate Customer only)	IB/MA	On-Demand	On-Demand	As per request By Corporate Customer

S. N	Service/Transaction Type	Channels	Existing Limit (in ETB)	New Limit (in ETB)	Remark
14.	Daily Transfer to Other Bank (P2P)	IB/MA/USSD	25,000	25,000	
15.	Daily Transfer to Other Bank (RTGS) (Individual Customer only)	IB/MA	-	25,000 - 75,000	This transaction Subject to the Approval of the Financial Management Directorate
16.	Daily Transfer to Other Bank (RTGS) (Corporate Customer only)	IB/MA	-	25,000 - 150,000	This transaction Subject to the Approval of the Financial Management Directorate
17.	Daily Transfer to telebirr	IB/MA/USSD	10,000	10,000	
18.	Daily Bulk/Multiple payments (Individual Customer only)	IB	-	300,000	
19.	Daily Bulk/Multiple payments (Corporate Customer only)	IB/MA	On-Demand	On-Demand	This Bulk payment is to be transferred to Oromia Bank Customers only.
20.	Daily Transfer to own Accounts (Individual Customer only)	Telegram Bot	-	50,000	This transaction includes between Own Wallet and CBS Accounts
21.	Daily Transfer to Other Customer in OB (Individual Customer only)	Telegram Bot	-	5,000	This transaction includes between Wallet and CBS Accounts
22.	Daily Pay Merchant and Purchase on MPOS	Available Channels except telegram bot	-	300,000	This Payment includes from Wallet and CBS Accounts.
23.	Daily Pay Merchant on telegram bot	telegram bot	-	10,000	This Payment includes from Wallet and CBS Accounts.
24.	Content Sales, tickets, pay Bills	Available Channels	-	NA	
25.	Cashin at Agents	Agents/Branch	No Limit	No Limit	
26.	Daily Cashout at Agents	Agents/Branch	-	50,000	

3.2. Transaction Term and Tariff

S. N	Service/Transaction Type	Channels	Existing Fee Collected from Customer (in ETB)	New Fee Collected from Customer (in ETB)	Remark
1.	Debit Card issuance – First time	Card Issuance	50	50	
2.	Debit Card re-issue / Card replacement	Card Issuance	40	50	PIN reissue with Card re-issue / Card replacement
3.	PIN Re-issuance only	Card Issuance	10	10	
4.	On Us ATM Cash Withdrawal from	ATM	0.20%	0.35%	
5.	ATM Cash Withdrawal on Other Bank	ATM	0.50%	0.50%	Collected on behalf of Ethswitch and Other Bank
6.	Cash Withdrawal on OB ATM by Other Bank Customers	ATM	0.45%	0.45%	The fee collected from Cash Withdrawal on OB ATM by Other Bank Customers
7.	Onus ATM Balance Enquiry	ATM	50 Cents	50 Cents	Fee sharing with Ethswitch (30 cents paid to Ethswitch)
8.	Onus ATM Mini Statement	ATM	80 Cents	1	Fee sharing with Ethswitch (38 cents paid to Ethswitch)
9.	Offus ATM Balance Enquiry	ATM	50 Cents	50 Cents	Collected on behalf of Ethswitch and Other Bank
10.	Offus ATM Mini Statement	ATM	80 Cents	1	Collected on behalf of Ethswitch and Other Bank
11.	Daily Onus ATM Fund Transfer	ATM	below 5,000, 0.50% & for transfer exceeds 5,000, 25 ETB.	<ul style="list-style-type: none"> • For transfers <=5,000 fees are 0.4%, • For transfer 5,001-25,000 fee 0.24%, • For transfer 25,001-50,000 fee of 0.16%, 	Fee Sharing of Ethswitch is, <ul style="list-style-type: none"> • From transfer <=5,000 fee 0.24%, • from transfer 5,001-25,000 fee 0.14%, • From transfer 25,001- 100,000 fee 0.10%
12.	Daily POS Purchase/Preauthorization	POS	Free	Free	
13.	Daily Cash Advance at a Branch	POS	-	0.50%	
14.	Daily Transfer to Own Accounts	IB/MA/USSD/telegram bot	Free	Free	
15.	Daily Transfer to Other Customer in OB (Individual Customer only)	IB/MA/USSD/telegram bot	Free	<ul style="list-style-type: none"> • <=10,000 free, • 10,001 – 300,000 = 0.01% 	
16.	Daily Transfer to own Accounts (Corporate Customer only)	IB/MA	Free	Free	
17.	Daily Transfer to Other Customer	IB/MA	free	<ul style="list-style-type: none"> • <=10,000 free, 	

S. N	Service/Transaction Type	Channels	Existing Fee Collected from Customer (in ETB)	New Fee Collected from Customer (in ETB)	Remark
	<i>in OB (Corporate Customer only)</i>			<ul style="list-style-type: none"> • >10,000 = 0.01% but not Exceed 50 ETB 	
18.	<i>Daily Transfer to Other Bank (P2P)</i>	<i>IB/MA/USSD/telegram bot</i>	<i>below 5,000 birr 0.50% & for transfer exceeds 5,000, 25 ETB.</i>	<ul style="list-style-type: none"> • For transfers <=5,000 fees are 0.4%, • For transfer 5,001-25,000 fee 0.24% 	<i>As per Ethswitch Service fee and Charges</i>
19.	<i>Daily Transfer to Other Bank (RTGS)</i>	<i>IB/MA</i>	-	<ul style="list-style-type: none"> • For <=50,000 Amount 100 ETB, • For >50,000 Amount 150 ETB. 	
20.	<i>Daily Transfer to telebirr</i>	<i>IB/MA/USSD</i>	-	<ul style="list-style-type: none"> • For <=500 free, • > 500 =10 ETB 	
21.	<i>Daily Bulk/Multiple payments (Individual Customer only)</i>	<i>IB</i>	-	<ul style="list-style-type: none"> • <=10,000 free, • 10,001 – 300,000 = 0.01% 	
22.	<i>Daily Bulk/Multiple payments (Corporate Customer only)</i>	<i>IB/MA</i>	-	<ul style="list-style-type: none"> • <=10,000 free, • >10,000 = 0.01% but not Exceed 50 ETB 	
23.	<i>Daily Airtime top-up Purchase</i>	<i>Available Channels</i>	<i>free</i>	<i>free</i>	
24.	<i>Daily Pay Merchant and Purchase on MPOS</i>	<i>Available Channels except telegram bot</i>	-	-	
25.	<i>Daily Pay Merchant on telegram bot</i>	<i>telegram bot</i>	-	-	
26.	<i>Content Sales, tickets, pay Bills</i>	<i>Available Channels</i>		<i>As per agreement</i>	
27.	<i>Daily Transfer to Non-register Customer (Walk-in Customer)</i>	<i>Available Channels</i>	<i>0.3%</i>	<i>1%</i>	
28.	<i>Wallet Account Registration</i>	<i>Agent/Branch</i>	<i>Free</i>	<i>Free</i>	<i>For Each Orowallet account registration 20ETB is paid to External Agent upon OroWallet Activation.</i>
29.	<i>Cashin /Cash Deposit</i>	<i>Agent/Branch</i>	<i>Free</i>	<i>Free</i>	<i>Commission of 0.2% of the Cashin/ cash Deposit Amount will be paid to the external Agent.</i>
30.	<i>Cashout/ Cash Withdrawal</i>	<i>Agent/Branch</i>	<i>Up to 1000 4ETB, and 2ETB incremental per 1000 intervals.</i>	<i>0.2%</i>	<i>Commission of 0.1% of the Cashout/ cash Withdrawal Amount will be paid to the external Agent.</i>

4. Revision and Approval

The Digital Banking Transactions Limit, Term and Tariff shall be approved by the Chief Executive Officer of the Bank and revised when circumstances demand to do so.

5. Repeal and Replacement

Any Procedures of the Bank, if any, contravening this Digital Banking Transactions Limit, Term and Tariff are hereby repealed and replaced with this Digital Banking Transaction Limit, Term and Tariff.

Effective Date

This Digital Banking Transactions Limit, Term and Tariff shall enter into force 8th of January 2024.