

PRODUCTS/ SERVICES	BUSINESS CURRENT A/C	PREMIUM CURRENT A/C	PERSONAL SAVING A/C	SALARY A/C	MTOTO SAVING A/C	JIPANGE SAVING A/C	WEKEZA GROUP A/C
Account opening	100,000.00	50,000.00	20,000.00	0	10,000.00	10,000.00	20,000.00
Minimum operating Balance	100,000.00	50,000.00	10,000.00	5,000.00	5,000.00	0	10,000.00
Interest Payable	N/A	N/A	3.00%	3.00%	6.00%	2.00%	3.00%
Interest bearing amount	N/A	N/A	50,000.00	50,000.00	50,000.00	50,000.00	50,000.00
Monthly Maintenance fee	15,000.00	7,000.00	2,500.00	2,500.00	Free	Free	Free
Deposit	Free	Free	Free	Free	Free	Free	Free
Monthly Statement	Free	Free	Free	Free	Free	Free	Free
Adhock statement Per page	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00

OTHER CHARGES

SERVICES	AMOUNT (TZS)
Certificate of Balance	30,000.00
Confirmation to the Auditors	30,000.00
Search for information above 5 years	15,000.00
Cheque book cost (Per Leaf)	600.00
Status report	30,000.00
Stop payment order	30,000.00
Dishonoured cheque for lack of funds or refer to drawer or effect not cleared	60,000.00
Dishonoured cheque due to the technical error caused by customer	60,000.00
Dormant Account Activation	Free
Account Closing on Customer Demand	10,000.00
Counter cheque per leaf [Within the Bank]	15,000.00
Salary Processing fee [per Transaction]	1,000.00
Customer ID	10,000.00
New ATM Card	15,000.00
Replacement of lost/damaged ATM cards OR ID	15,000.00
ATM PIN Reset	5,000.00
Annual ATM Maintenance Fee	1,000.00
ATM Balance enquiry	200
ATM Min statement	300
ATM withdrawal fee per transaction	1,300.00
Uncollected Destroyed ATM Card	4,000.00
Internet Banking Monthly fee	3,000.00

MOBILE BANKING CHARGES

WITHDRAWAL CHARGES		
MINIMUM [TZS]	MAXIMUM [TZS]	RATES [TZS]
0	50,000.00	1,500.00
50,001.00	100,000.00	2,000.00
100,001.00	250,000.00	3,000.00
200,001.00	750,000.00	5,000.00
750,001.00	3,000,000.00	7,000.00
3,000,001.00	5,000,000.00	10,000.00

FUND TRANSFER CHARGES	
Transfer of Funds within MHB	2,000.00
Transfer of funds to other Banks	13,000.00

CUSTOMERS COMPLAINTS REDRESSAL MECHANISM

One of our core values is Customer Focus and we always strive to put satisfaction of our customers first. However, there could be instances when you are dissatisfied with our services as the same did not meet your expectations or that our services were deficient, then you can lodge your complaint as given below:

1. Meet the Branch Manager and lodge your complaint orally or in writing.
2. Drop your complaint in the suggestion Box provided at the branch
3. Email: info@mhbhbank.co.tz
4. You can also email directly to the following senior officers
 - Managing Director at info@mhbhbank.co.tz
 - Director of Business Development at info@mhbhbank.co.tz
 - Senior Operations Manager at operation@mhbhbank.co.tz
 - Head of Shared Services at info@mhbhbank.co.tz; operation@mhbhbank.co.tz
5. P.O.BOX 11735 Dar es Salaam, Tanzania
6. Call us on +255 747 666 511

Sasa Unaweza Pakua MHB App!



MALENGO SAVING A/C	FOREX ACCOUNT USD & EURO	JIWEKEE SAVING A/C	MHB PAMOJA A/C	MSOMI ACCOUNT
100,000.00	10	0	50,000.00	10,000.00
100,000.00	10	10,000.00	50,000.00	5,000.00
2% < 10Mil, 4% >= 10Mil	0.50%	2.00%	2%	3.00%
100,000.00	5,000.00	20,000.00	500,000.00	20,000.00
Free	2	Free	Free	Free
Free	Free	Free	Free	Free
Free	Free	Free	Free	Free
2,000.00	1	2,000.00	2,000.00	2,000.00

Cash Withdraw Over the Counter [TZS/ USD/EURO]

TRANSACTION AMOUNT	RATES
Wekeza/Jiwekezee	2,000.00
Bellow 10 Mil	3,000.00
Above 10Mill to 50 Mil	0.10%
Above 50Mil to 100 Mil	0.090%
Above 100Mil to 300 Mil	0.089%
Above 300 Mil	0.079%

Cash Withdraw Over the Counter Foreign Currency [USD/EURO]

TRANSACTION AMOUNT	RATES
Below USD/EURO 4,000	2
Above USD/EURO 4000	0.1% more than USD/EURO 40

AGENCY BANKING CHARGES

TYPE OF SERVICES	Free
Deposit	500
Balance Inquire	700
Min Statement	2,000
Transfer of fund within MHB	13,000
Transfer of funds to other Bank	FREE

AGENCY BANKING WITHDRAWAL FEE

AMOUNT	
Up to 50,000	850.00
50,000 - 100,000	1,000.00
100,000 - 300,000	2,000.00
300,000 - 500,000	3,500.00
500,000 - 1,000,000	4,500.00
1,000,000 - 3,000,000	6,000.00
3,000,000 - 5,000,000	10,000.00

EFT/SWIFT/ TISS

EFT within the Bank (Incoming)	Free
EFT to other Banks	1,500.00
TISS Transfer	10,000.00
T.T. Transfer	-

STANDING ORDER

Instructions within MHB	FREE
Standing Order to other Bank	10,000/=