

**This Key Fact Document is important to you.**

## 1. Personal Accounts

**Lite Account Bundle:** A Lite account is given to customers (Malawi citizens only) who sign up using either the USSD or Smart App channels. These customers only provide limited KYC information and will only receive limited functionality

**Pro Account Bundle:** A Pro account is given to customers (Malawi citizens and foreign nationals) who either upgraded from a Lite account or have undergone a full KYC process. These customers receive additional functionality on their account, including increased transactional and account limits. Pro Account Bundle holders can apply to act as Micro-merchants or agents and will be required to submit additional KYC information.

Account Details	Lite Account Bundle	Pro Account Bundle
<b>Account Types</b>	Personal Wallet	Personal Wallet
<b>Available Withdrawal Options</b>	Funds are immediately available, and the account is open to more deposits and withdrawals at any time.	Funds are immediately available, and the account is open to more deposits and withdrawals at any time.
<b>Limits</b>	<b>Lite Transaction</b> <ul style="list-style-type: none"> <li>• Max Balance: MWK 300 000</li> <li>• Max Daily Debit: MWK 300 000</li> </ul>	<b>Pro Transaction</b> <ul style="list-style-type: none"> <li>• Max Balance: MWK 1 000 000</li> <li>• Max Daily Debit: MWK 750 000</li> </ul>

Cost of Services	Lite Account Bundle	Pro Account Bundle
<b>Fees and Charges</b>	<b>Free</b> <ul style="list-style-type: none"> <li>• Inter-account transfers</li> <li>• Payments</li> <li>• Send Money</li> <li>• EFT to Standard Bank Account/Wallet</li> <li>• Cash in</li> </ul> <b>Tiered Fees</b> <ul style="list-style-type: none"> <li>• Cash Out fees</li> </ul>	<b>Free</b> <ul style="list-style-type: none"> <li>• Inter-account transfers</li> <li>• Payments</li> <li>• Send Money</li> <li>• EFT to Standard Bank Account/Wallet</li> <li>• Cash in</li> </ul> <b>Tiered Fees</b> <ul style="list-style-type: none"> <li>• Cash Out fees</li> </ul>

*Standard Bank Plc, Authorised financial service provider. Regulated by the Reserve Bank of Malawi.  
We subscribe to all the Financial Services Law applicable to Malawi.*

	Value Range (MKW)		Fee	
	Min.	Max.	Fee %	Fixed Fee
	50	500	4,00%	MWK 20
	501	1000	3,50%	MWK 35
	1001	2500	3,20%	MWK 80
	2501	5000	3,00%	MWK 150
	5001	10000	3,40%	MWK 340
	10001	15000	3,33%	MWK 500
	15001	20000	3,35%	MWK 670
	20001	30000	3,03%	MWK 910
	30001	40000	2,50%	MWK 1000
	40001	50000	2,50%	MWK 1250
	50001	70000	2,86%	MWK 2000
	70001	100000	2,50%	MWK 2500
	100001	150000	1,87%	MWK 2800
	150001	200000	1,50%	MWK 3000
	200001	300000	1,50%	MWK 4500
				<ul style="list-style-type: none"> <li>EFT to another Bank Account/ Wallet: MWK 950</li> </ul>
<b>Benefits Associated with the Account</b>				<ul style="list-style-type: none"> <li>No monthly management fees</li> <li>Funds are immediately available</li> <li>Account is open to more deposits</li> </ul>

  

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	50	500	4,00%	MWK 20
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	1001	2500	3,20%	MWK 80
	2501	5000	3,00%	MWK 150
	5001	10000	3,40%	MWK 340
	10001	15000	3,33%	MWK 500
	15001	20000	3,35%	MWK 670
	20001	30000	3,03%	MWK 910
	30001	40000	2,50%	MWK 1000
	40001	50000	2,50%	MWK 1250
	50001	70000	2,86%	MWK 2000
	70001	100000	2,50%	MWK 2500
	100001	150000	1,87%	MWK 2800
	150001	200000	1,50%	MWK 3000
	200001	300000	1,50%	MWK 4500
	300001	400000	1,50%	MWK 6000
	400001	750000	1,07%	MWK 8000
	750001	750001+	1,20%	MWK 9000
				<ul style="list-style-type: none"> <li>EFT to another Bank Account/ Wallet: MWK 950</li> </ul>
				<ul style="list-style-type: none"> <li>No monthly management fees</li> <li>Funds are immediately available</li> <li>Account is open to more deposits</li> </ul>

## 2. Business Accounts

**Merchant Account Bundle:** Merchant account can be applied for by customers who have undergone full KYC process. The customer is required to provide details of their business, including their trading location. These customers can also opt to become searchable on the app and act as a point of presence for the bank. They earn a commission for facilitating customer transactions, including cash in, cash out and voucher payments.

**Donor Account Bundle:** Donor account can be applied for by customers who hold a Pro Account. The customer is required to provide details of their business, including their trading details. These customers can perform bulk fund disbursements to designated recipients as part of humanitarian or other aid provision.

Account Details	Merchant Account Bundle	Donor Account Bundle
<b>Account Types</b>	<ul style="list-style-type: none"> <li>Merchant Account</li> </ul>	<ul style="list-style-type: none"> <li>Merchant Account</li> </ul>
<b>Available Withdrawal Options</b>	Funds are immediately available, and the account is open to more deposits and withdrawals at any time.	Funds are immediately available, and the account is open to more deposits and withdrawals at any time.
<b>Limits</b>	<b>Business Account</b> <ul style="list-style-type: none"> <li>Max Balance: MWK 100 000 000</li> <li>Max Daily Debit: MWK 100 000 000</li> </ul>	<b>Business Account</b> <ul style="list-style-type: none"> <li>Max Balance: MWK 100 000 000</li> <li>Max Daily Debit: MWK 100 000 000</li> </ul>

Cost of Services	Merchant Account Bundle	Donor Account Bundle
<b>Fees and Charges</b>	<p><b>Free</b></p> <ul style="list-style-type: none"> <li>Inter-account transfers</li> <li>Payments</li> <li>Send Money</li> <li>EFT to Standard Bank Account/Wallet</li> <li>Cash in</li> </ul> <p><b>Tiered Fees</b></p> <ul style="list-style-type: none"> <li>Cash Out</li> </ul>	<p><b>Free</b></p> <ul style="list-style-type: none"> <li>Inter-account transfers</li> <li>Payments</li> <li>Send Money</li> <li>EFT to Standard Bank Account/Wallet</li> <li>Cash in</li> </ul> <p><b>Tiered Fees</b></p> <ul style="list-style-type: none"> <li>Cash Out</li> </ul>

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	Min.	Max.	Fee %	Fixed Fee		Min.	Max.	Fee %	Fixed Fee
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	501	1000	3,50%	MWK 35		501	3,50%	MWK 35	
	1001	2500	3,20%	MWK 80		1001	3,20%	MWK 80	
	2501	5000	3,00%	MWK 150		2501	3,00%	MWK 150	
	5001	10000	3,40%	MWK 340		5001	3,40%	MWK 340	
	10001	15000	3,33%	MWK 500		10001	3,33%	MWK 500	
	15001	20000	3,35%	MWK 670		15001	3,35%	MWK 670	
	20001	30000	3,03%	MWK 910		20001	3,03%	MWK 910	
	30001	40000	2,50%	MWK 1000		30001	2,50%	MWK 1000	
	40001	50000	2,50%	MWK 1250		40001	2,50%	MWK 1250	
	50001	70000	2,86%	MWK 2000		50001	2,86%	MWK 2000	
	70001	100000	2,50%	MWK 2500		70001	2,50%	MWK 2500	
	100001	150000	1,87%	MWK 2800		100001	1,87%	MWK 2800	
	150001	200000	1,50%	MWK 3000		150001	1,50%	MWK 3000	
	200001	300000	1,50%	MWK 4500		200001	1,50%	MWK 4500	
	300001	400000	1,50%	MWK 6000		300001	1,50%	MWK 6000	
	400001	750000	1,07%	MWK 8000		400001	1,07%	MWK 8000	
	750001	750001+	1,20%	MWK 9000		750001	1,20%	MWK 9000	
	<ul style="list-style-type: none"> <li>EFT to another Bank Account/Wallet: MWK950</li> </ul>					<ul style="list-style-type: none"> <li>EFT to another Bank Account/Wallet: MWK950</li> </ul>			
<b>Commiss-ions</b>	<ul style="list-style-type: none"> <li>Cash In: 1.2%</li> <li>Cash Out: 1.5%</li> </ul>					<ul style="list-style-type: none"> <li>Cash In: 1.2%</li> <li>Cash Out: 1.5%</li> </ul>			
<b>Benefits Associated with the Account</b>	<ul style="list-style-type: none"> <li>No monthly management fees</li> <li>Funds are immediately available</li> <li>Account is open to more deposits</li> <li>Commission earned for services rendered (Cash In, Cash Out)</li> </ul>					<ul style="list-style-type: none"> <li>No monthly management fees</li> <li>Funds are immediately available</li> <li>Account is open to more deposits</li> <li>Bulk Disbursements</li> </ul>			

### 3. Queries and Complaints

For any further details or queries, please contact our Customer Contact Centre on 247 (toll-free) or email to [customercare@standardbank.co.mw](mailto:customercare@standardbank.co.mw).

If you are unsatisfied with our response to your question or complaint, you are free to escalate the issue to the Registrar of Financial Institutions.

Reserve Bank of Malawi for help at +265(0) 1 820299/444.

### 4. Frequently Asked Questions

Question	Answer
How do I register?	<b>Registration on the APP</b> <ul style="list-style-type: none"><li>Using a smartphone download the Unayo App from the iOS/ Android app store and follow the prompts to register</li></ul> <b>Registration on USSD</b> <ul style="list-style-type: none"><li>Dial <b>*388#</b> from any mobile device and follow the prompts to register.</li></ul>
How do I deposit Cash / Cash-in?	To deposit cash, you create a "cash in" voucher in the amount that you want to deposit. When you present this to a merchant, they will be able to enter it into their device and accept your cash. Your account will be credited with the same amount of money as you handed the merchant.
How do I withdraw cash / cash-out?	To withdraw cash, you create a "cash out" voucher in the amount that you want to withdraw. When you present this to a merchant, they will be able to enter it into their device and give you cash in the same amount as your voucher. Your account balance will be reduced by the same amount of money as you requested from the merchant.
How do I pay someone?	You can pay someone using a number of different methods: <b>Scan to pay</b> <ul style="list-style-type: none"><li>This allows you to scan another customer's QR code and enter a payment amount.</li></ul> <b>Send Money</b> <ul style="list-style-type: none"><li>This allows you to send money to a customer's email or cellphone number, which they can then redeem at a participating merchant.</li></ul> <b>Payment Voucher</b> <ul style="list-style-type: none"><li>This allows you to generate a payment voucher that the recipient can redeem at a participating merchant.</li></ul> <b>Bank Account</b> <ul style="list-style-type: none"><li>This allows you to enter the customer's account details (Unayo account or one at a different bank) and make a payment to that account.</li></ul>