



# **FREQUENTLY ASKED QUESTIONS (FAQ)**

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**Regulatory Changes Effective  
24 June 2026**

## 1. What changes are taking place?

### Two changes will take effect on 24 June 2026:

- The maximum income threshold for the Basic Blue Account (ODBBA) will increase to N\$5,000 per month (N\$60,000 per annum).
- The debit order fee structure (including normal and unpaid debit orders) for all transactional accounts, namely **Basic Blue, Classic, Digi-Youth, Student-Pioneer, Titanium, Platinum, and Private Accounts**, will change from a flat fee of N\$33.30 to 1.5% of the debit order value, subject to a minimum fee of N\$2.00 and a maximum fee of N\$200.00.

## 2. When do these changes take effect?

The changes will take effect on 24 June 2026.

### Basic Blue Account (ODBBA)

## 3. What is changing for the Basic Blue Account?

The income threshold for the Basic Blue Account (ODBBA) is increasing from a maximum of N\$2,500 per month to a maximum of N\$5,000 per month (N\$60,000 per annum).

## 4. Why is the income threshold increasing?

It is a regulation change that broadens access and means more customers may now qualify for a Basic Blue Account.

## 5. Who is affected by this change in income bracket?

Customers who currently have a Basic Blue Account and prospective customers who may now qualify under the revised income threshold.

## 6. Do existing Basic Blue Account customers need to take any action?

No, existing customers do not need to take any immediate action.

## 7. I earn between N\$2,500 and N\$5,000 per month. Can I now qualify for a Basic Blue Account?

Yes, customers earning up to N\$5,000 per month may qualify for a Basic Blue Account from 24 June 2026, subject to the applicable account requirements.

### Debit Order Fee Changes (including normal and unpaid)

## 8. What is changing with debit order fees?

The current flat fee of N\$33.30 per debit order will be replaced with a fee of 1.5% of the debit order value, subject to:

- Minimum fee: N\$2.00
- Maximum fee: N\$200.00

## 9. Why is the debit order fee changing?

This is a regulatory change to the debit order fee structure and will apply to all customer segments from 24 June 2026.

## 10. Who is affected by this change?

All customers who make use of debit orders will be affected.

## 11. Will my existing debit orders stop?

No, existing debit orders will continue as normal. Only the fee calculation method is changing for unpaid.

## 12. How will the new fee be calculated?

The fee will be calculated at 1.5% of the debit order value, subject to a minimum fee of N\$2.00 and a maximum fee of N\$200.00.

### Examples:

- Debit order value: N\$100.00 Fee charged: N\$2.00 (minimum fee applies)
- Debit order value: N\$1,000 Fee charged: N\$15.00
- Debit order value: N\$20,000 Fee charged: N\$200 (maximum fee applies)

## 13. Which debit orders are affected?

The new fee structure applies to all debit orders across all customer segments, including debit orders for products and services such as **home loans, vehicle finance, insurance policies, subscriptions** and other **recurring payments**.

## 14. Do customers need to amend their debit order instructions?

No, customers do not need to update or amend their debit order instructions.

## 15. Where can customers get more information?

### Customers can:

- Visit the Standard Bank Namibia website
- Contact the Standard Bank Contact Centre on 92860
- Visit their nearest Standard Bank branch