



POSB Transforms Customer Banking Experiences



In today's fast-paced world, convenience is key. People are constantly looking for ways to make their lives simpler and more efficient. This desire for simplicity extends to all aspects of life, including banking. Banks that can provide convenient and hassle-free services are highly sought after. One such bank that is enhancing customer experience with simplicity and convenience in the banking sector is POSB Zimbabwe. Take a dive into some of POSB's recent initiatives that is making the Bank to stay ahead of the game, starting by unpacking the Bank's mission.

Understanding POSB's Mission

POSB's mission is "to provide simple, responsive, innovative and inclusive financial solutions through modern technologies and motivated employees". The Bank has a clear and defined mandate in its mission - to make banking simply possible and convenient for all Zimbabweans.

True to its mission, POSB has mastered the art and importance of making banking services accessible in a country where financial inclusion is of paramount importance for economic growth and development. The Bank's leadership has taken heed of President Emmerson Mnangagwa's clarion call to leave no one and no place behind, as the country pursues vision 2030, which seeks to create an upper middle-income economy by the year 2030. Inspired by President Mnangagwa's mantra, POSB envisions a future where every Zimbabwean, regardless of their location or socio-economic background, class or creed, could access and benefit from its banking services. Take a dive into some of the Bank's recent innovations.

POSB's Digital Banking Solutions

Mobile Banking

POSB's Mobile Banking consists of Cellbank, Mobile App, WhatsApp Banking and the bank is set to introduce Facebook Banking soon.

Cellbank

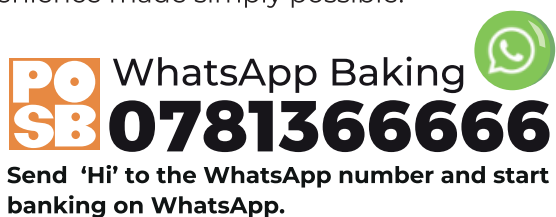
Whether you have a feature or smart phone, with the POSB cellbank, banking services are just a USSD code dial away. For Netone users, dial *222# while Econet and Telecel users can dial *223# to start enjoying the simplicity of banking with POSB. Through Cellbank, you can request monthly statements, make USD or ZWL transfers, pay bills, purchase ZESA (including USD ZESA tokens) and so much more.

POSB 'On the GO' App

POSB has continuously enhanced its mobile app to include functionalities and services that meet the customers' ever-evolving needs. It allows you to perform various transactions, including USD and ZWL Zipit and RTGs transfers to other banks, balance inquiries, mini or full statements request, airtime purchases, bills payments in USD and ZWL, including USD ZESA, Zipit to mobile wallet and many more services. An option to download proof of payment in pdf format is available after a transaction. The registration process can be completed in a few simple steps. Download the app from Google Play Store or Apple Store, install it and follow the prompts to register.

WhatsApp Banking

POSB introduced WhatsApp Banking which is a customer friendly and easy to use service that allows clients to conduct day-to-day banking on their WhatsApp application. With majority of Zimbabweans having access to WhatsApp, this service is surely convenience made simply possible.



Internet Banking

Whether it's checking account balances, transferring funds, or paying bills or any other transaction on the go, the POSB's user-friendly Internet banking solution provide a seamless and secure banking experience. Transactions can be done in both USD and ZWL. The Internet Banking platform has just been enhanced to process batch payments.

Dual Currency Point of Sale Machines

POSB understands the importance of supporting local businesses and driving economic growth. From large corporates, SMEs, informal traders to individuals, POSB's dual currency point of sale (POS) machines are the best solution in a multicurrency economic environment like in Zimbabwe. The POS machines accepts both USD and ZWL currencies on one machine. They offer contactless payments for set maximum amounts, which facilitates quick and convenient payments. They also accept USD and ZWL EcoCash payments and non-POSB debit cards can be swiped on a POSB POS machine. Other features include real time settlement, integrated point of sale and 24/7 support system. POSB POS machines are available for free for Schools, Colleges and Universities. POSB also offers i-POS machines.

School Fees Payment Platform

Receiving and paying school fees has been made easy with POSB. Whether a customer has a POSB account or not, if the school receives school fees through POSB, one can swipe or deposit their child's school fees at any POSB service centre. Customers get a detailed proof or payment. Schools use POSB POS machines for free.

POSB Rolls Out Additional USD Disbursing ATMs

POSB recently rolled out 15 additional advanced Automated Teller Machines (ATMs) across its service centres, as part of enhancing customer experience and convenience. This is the first batch of the 35 ATMs project rollout, with more ATMs to be installed soon. Of the 15 ATMS, five accept cash deposits.

"The launch of the ATMs is just one of the many initiatives that POSB is implementing to take banking services to the people in line with its mission to provide simple, responsive, innovative and inclusive financial solutions through modern technologies," said POSB Chief Executive Officer, Garainashe Changunda during the unveiling of the additional ATMs.



POSB Chief Executive Officer, Mr Garainashe Changunda, sampling one of the ATMs at the Causeway Service Centre.



The state-of-the-art ATMs that have got a tap functionality and modern user interface will complement the Bank's efforts to enhance customer services and convenience.

"While the Bank has established robust digital platforms and encourages its customers to use these for non-cash transactions, we are also cognisant of the diversity of our clientele base and their unique needs. The ATMs will bring convenience to those in need of cash," Mr Changunda said.

Taking Banking Services to the People Through Agency Banking

One of the keyways POSB is making banking simply possible and convenient is by taking banking services to the people through agency banking. POSB runs alternative pay sites and agency off-counter services.

Alternative Pay Sites

Under Alternative Pay Points initiative, POSB uses at least 30 Zimpost offices across Zimbabwe during NSSA and government pensioners' pay days for them to access their payouts in their local areas without having to incur travel costs. Some of the Zimpost offices used as alternative pay sites include Chimanimani, Jerera, Birchenough, Ngundu, Gutu Mpandawana, Mudzi, Murambinda, Nhedziwa, Juru, Mufakose, Norton, Zengeza, Makoni, Plumtree, Lupane, Maphisa, Raylton, Hwange, Nkayi, to mention a few.

Off-Counter Agent Services

With off-counter services, a customer can walk into selected Zimpost offices any working day and access POSB services such as cash withdrawal, deposits, loan application, account opening, among other services, just like they would be served if they were to get into a POSB service centre. Unlike alternative pay points that are opened during pensioner pay days, off-counter agent offices are open during working hours of every working day. Some of the Zimpost offices that are offering off-counter services are Mt Darwin, Zimpost Nkayi, Ngundu, Harare Main Post Office and Gutu Mpandawana.

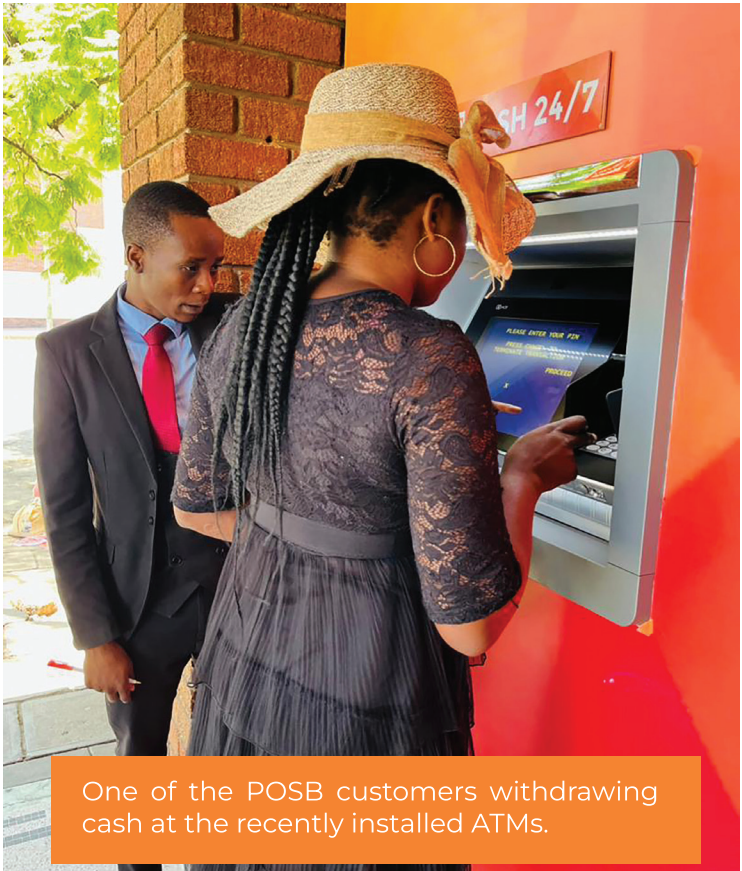
24/7 Customer Service Centre

Whether you have a question about a transaction, need help setting up online banking, want to report a lost or stolen card, or you would like to learn more about the Bank's products and services, the POSB's dedicated customer support team is available 24/7.

You can reach out to the bank's customer support team via email at customersupport@posb.co.zw, by phone on 08677 099 200, WhatsApp message 0732200889,

or reach out through any of the Bank's social media platforms.

POSB understands that some customers may prefer face-to-face interactions or need assistance with more complex transactions. To further enhance customer experience, POSB has also implemented customer service desks in its service centres.



One of the POSB customers withdrawing cash at the recently installed ATMs.



POSB customers have hailed the bank for unveiling additional ATMs.

International Transactions made easy with the POSB Debit Gold and Prepaid Mastercard cards.

With the POSB Mastercard, you can transact locally and globally and connect with millions of merchants, financial institutions and businesses around the globe, making it easy to use when traveling and making purchases. The POSB Debit Gold MasterCard is a dual bin card, allowing customers to transact in both USD and ZWL using the same card, bringing the much-needed convenience in this multicurrency economy.

The bank's prepaid Mastercard is an easy-to-get, load-and-go card available to anyone, without the need to open an account with the Bank. More good news! POSB is currently running a Mastercard promotion in which it is giving out its Prepaid Mastercard for free. You can use the POSB Mastercard to pay for DSTV, Netflix, school fees, travel and any other international transaction on platforms that accept Mastercard.

International Banking Correspondent Relationship with Aktif Bank of Turkey

POSB has secured an international Banking correspondent relationship with Aktif Bank of Turkey, one of the largest privately owned investment banks in Turkey. The foreign Bank correspondent relationship enables POSB customers to conduct international transactions hassle-free and make them able to participate in the global markets. The account offers a range of services, such as facilitating outward and inward foreign transactions to selected countries and banks inclusive of China, Europe and most of Africa and supporting transactions in other currencies, including EUR, AED, GBP, SEK, CNY, JPY, EGP, SAR, TRY. This service is part of POSB's vision to become a digital and inclusive bank that serves the needs of all Zimbabweans, locally and abroad.

The Future of Banking with POSB Zimbabwe

As POSB turns 120 this year, it is committed to continuing its journey of making banking simply possible and convenient for all Zimbabweans. With its customer-centric approach, innovative banking solutions and commitment to supporting the local economy, the bank continues to evolve and expand.

The bank is constantly exploring new technologies and innovations to further reduce queues in the banking halls and streamline its banking services to enhance customer experience. Customers can expect to see more user-friendly interfaces, expanded digital banking functionalities and enhanced customer experiences as the Bank seeks to continuously exceed customer expectations. Plans for the launch of Facebook banking and a virtual service centre are already at an advanced stage.

At POSB, convenience is not just a buzzword; it is a commitment to providing innovative solutions that make banking easier and more accessible for everyone.

#conveniencemadesimplypossible