



Zambia Institute of Human Resource Management Summit

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Febby Jha

Preferred Banker, Livingstone Branch Zanaco Plc

01

Zanaco:
About Us

Zanaco: Who we are



Our Vision

to be Zambia's leading, admired, preferred and innovative universal and top transaction financial institution



Our Mission

to be top of mind universal top transaction financial institution for all segments, while delivering excellent financial services efficiently

1969

Founded

Zanaco was established by the Government Republic of Zambia to service the financial needs of the Zambian economy. offering a universal set of transactional, lending, investment and insurance products and services. Zanaco was privatized in 2007

>1,300

Employees

5.3M

Registered
Accounts

GCF

Accredited 2022

188

ATMs

62

Branches/
Agencies

>27K

Agents

K45Bn

Total Assets

K6Bn

Revenue

38%

ROE

Driving Financial Inclusion & The Digital Economy



Extensive agent banking network

Over 26,000 Zanaco Xpress agents across the country providing livelihoods for close to 300,000 Zambians

- Acquired **954,000** Digital customers in the Mass Market
- Employed 700 Direct Sales Agents (DSAs) 60% of whom service the Rural Population

- Over **26,000** Zanaco Xpress agents
- 33 super agents for float management
- 73 Trade Development representatives

Societal Benefits

- Employment to youths in the community, and onboarding previously unbanked population hence providing financial inclusion through the provision of low-cost acquisitions and servicing models right in the communities, by the community
- Extended service hours that create variety and provide convenience
- Point of presence for the Bank: Xpress outlets and direct Sales agents are in every Province and District
- Business expansions for our Partners the Agents and Merchants due to traffic of Zanaco customers to their shops
- Cash management facilities within the shop

- **84,000** micro-merchants recruited to facilitate payments for goods & services

02

Investment Opportunities

What are you doing with your earnings?



- ✓ Paying your monthly bills (rentals, electricity)
 - ✓ Saving
 - ✓ Investing
 - ✓ Shopping
 - ✓ Education
 - ✓ Holidays
 - ✓ Entertainment
 - ✓ Self Care (Gym, pamper day)
- The list is endless, and the amount of money spent accumulates.

Question:

Do you find yourself saying :

“Where does all my money go?”

or

“ Why am I constantly broke?”



Consider Investment Options

- Investment Options for Individuals

1. **Treasury bills:** These are short-term debt instruments that the Zambian Government issues in order to borrow money for a period of up to a maximum of one year. Treasury Bills are issued for various tenors: 91 days, 182 days, 273 days and 364 days respectively.
2. **Government Bonds:** These are long-term debt instruments that the Zambian Government issues in order to borrow money for a period of between 2 years to 15 years.
3. **Fixed Deposit** - This is an interest earning bank deposit account that has a specified date of maturity. A fixed deposit account has a maximum tenor of 364 days. Fixed deposits are an alternative to the standard savings account and pay a higher rate of interest.
4. **Shares in Listed Companies** - The LuSE currently has 22 Listed Companies, from which a person can get shares. Shares are a long term investment but depending on the performance of the Company in which you invest and the type of shares you buy, you can be entitled to a declared dividend. Its important to get investment advised from a broker before buying shares.



03

Zanaco:

Product Offerings – Village Banking and Women's Banking



Let us be part of your **Village** Banking growth

Enjoy free banking and attractive negotiable interest rates.

Call or SMS 5000

- The Zanaco Village Banking Plus Account is designed to help you and your savings group grow your money in a safe and convenient way.
- The account provides security for your funds as it minimizes the risks associated with transacting with cash in a home.

Product Benefits

- Free banking
- Safe and convenient way of keeping the group funds
- Flexibility to save in multi-currency
- Competitive interest rates
- Access to the account 24/7 through the internet banking platform
- Access to our wide distribution network through the Xpress Agents and branch network

Product Features

- Account currency is multi-currency i.e. ZMW, USD, EUR, GBP & ZAR
- Pricing/ Fees/ Commission is free
- Required account minimum balance is currently at ZMW 100 and nil for all foreign currencies
- No maximum allowable balance
- No maximum monthly credit turnover
- Interest rate attached to the product is currently at 4% per annum on ZMW deposits and nil for all foreign currencies
- Interest is credited to the customer accounts on a monthly basis
- Access to Internet banking.
- Access to mobile Phone banking
- Free monthly statements

Who can apply?

- Village Banking savings groups (Registered or unregistered)

Account opening requirements

- TPIN for signatories
- Copies of NRCs for all signatories
- Proof of address for all signatories
- Passport sized photos for all signatories
- Individual application forms for all signatories
- Copy of the group constitution and list of members
- Letter of application signed according to proposed mandate detailing the signing arrangement

Zanaco Zee Women's Banking

- Zanaco has accelerated opportunities for women through the Zee Women's Banking proposition which is anchored on access finance, information and markets.
- Zee Women's banking is a proposition that aims at ensuring that our female customers get value-added services.
- Zee Women's Banking drives access to finance through our various financial products and knowledge to customers.
- Through our alliance partners, Zee Women's Banking also provides access to markets and information.
- Collateral-free loans on amounts ZMW200,000 and below (Ts & Cs apply)
- Zee Woman Life Insurance is provided through Prudential. Solution pays out at maturity, upon diagnosis of a critical illness such as cancer, maternity benefit as well as mid cash bonus to be used for any need.





Believing



Achieving



Together

End of Presentation

Thank you