



ZIMBABWE WOMEN'S MICROFINANCE ACHIEVEMENTS



**Empowering Women
You Can Bank On**

At Women's Bank we encourage women to make life changing decisions for both their families, communities and the nation. We offer personal and group loans to fund women's projects and promote economic growth.

**Offering
BUSINESS LOANS for the**

- Micro Farmer
- Micro Enterprise
- SME Women

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ZIMBABWE WOMEN'S MICROFINANCE BANK ACHIEVEMENT TO DATE

Zimbabwe Women's Microfinance Bank mission is to empower all women economically and socially. The Bank is making strides to bring an answer to financial exclusion matters relating the following:

- relaxed know your customer requirements,
- offering services for remote unbanked and under-banked clients
- Offering alternative collateral for those who want to Borrow.
- Offering products that are responding to the client needs
- Lifting the cap on age limit to be served
- Offering another chance for those blacklisted from the financial sector

Why Women's Bank

- To address issues of financial exclusion among women and the vulnerable groups.
- To ensure that no one is left behind.
- To ensure the provision of women centric products that address major concerns among women and marginalised groups.
- The Women's Bank is thus a strategic asset for the whole nation, and it is central to the fulfilment of the Financial Inclusion Agenda.

The Bank is the appropriate vehicle to complete the empowerment of All women Economically and Socially in Zimbabwe.

Mandate

The Women's Bank has during the five years of its existence demonstrated capacity to reach out to its target market.

Over 150 000 accounts have been opened and the value of Loans disbursed more than Eight Hundred Million Dollars ZWL 863 198 701.



From Here

*A Bank with solutions
to women's problems*

To There.

Zimbabwe Women's Microfinance Bank is there to create a woman with courage. Get your loan today and make use of the opportunity in entrepreneurial business.

Loans available:

- Micro Farmer
- Micro Enterprise
- Working Women
- SMEs

PRODUCTS AND SERVICES

The wide array of products on offer has enabled the Bank to be responsive to women's needs in total. Here is the list of some of the product offering

Savings Products

A relationship with the bank starts by opening any one of the savings accounts. Most of our products require proof of residence as follows; Zesa bill, Council bill and Telephone bill, in addition we also accept a letter from the employer, letter from schools, headmen or chiefs, affidavit signed by the landlord, third party home ownership certificates or a referral letter from a bank as valid proof of residence:

The savings account products and services include:

Micro-Farming/Micro-Enterprise Savings Account – This is a daily transactional savings account with no service fees targeted at women involved in micro-farming or micro enterprising as individuals or in groups.

Requirements

- ❖ Copy of national registration passport/driver's licence
- ❖ Proof of residence (not more than 3 months old)
- ❖ Passport size photos
- ❖ Targeted at a woman farmer and micro entrepreneur in the Rural and Peri Urban centres. The account is used to raise a deposit for borrowing and transacting thereafter can access Medical Aid/Funeral Insurance for individual and family members

SME Savings Account - a daily business transactional savings account for registered women owned business customers

- ❖ Copy of national registration/passport/driver's licence
- ❖ Proof of residence for directors/signatories
- ❖ Passport size photos for directors/signatories
- ❖ Board resolution to open an account
- ❖ CR 14 and CR 6
- ❖ Certificate of incorporation and Memorandum of Association
- ❖ Tax clearance to open a bank account
- ❖ Targeted at registered businesses for women. Account is used for transacting and saving up a loan deposit where applicable and staff have access to Medical Aid/Funeral Insurance

Personal Savings Account - a daily personal transactional savings account for the working woman and the self-employed with relatively low service fees.

Requirements

- ❖ Copy of national registration/passport/driver's licence
- ❖ Proof of residence (not more than 3 months old)
- ❖ Passport size photos
- ❖ Proof of Income.
- ❖ Targeted at women who earn a salary/regular income and can be used for transacting and servicing of a loan and access to Medical Aid/Funeral Insurance

- i. **Contractual Fixed Deposit Account** – a savings account targeted at individual women customers saving towards a goal such as: to buy a stand, vehicle, for a wedding, medical fees and at women owned businesses saving towards a goal such as acquisition of machinery, vehicle or business property. The account is free of account service fees
- ii. **SACCOs/Group Savings Accounts** - This is an account targeted at SACCOSs at low account service fees: and targeted at groups such as burial societies, rotating savings clubs and associations, community associations, cooperatives, churches and the accounts are free of account service fees.

Requirements

- ❖ Group Constitution/Registration Certificate
 - ❖ Copy of national registration/passport/driver's licence
 - ❖ Proof of residence for signatories
 - ❖ Passport sized photos for signatories
 - ❖ Club/Group resolution to open an account
- Targeted group savings for SACCOS, ROSCAS, Burial societies and Churches. Account has access to group loans and members also have access to Medical Aid Insurance

Loan products

To access loans all prospective borrowers must have an operating account.. The loan products and services include the following:

Joint Liability Group Loans the Bank mainly uses the Solidarity Group Lending methodology: Group members self-select each other and co-guarantee each other's loan repayment. Access to subsequent loans is dependent on successful repayment by all group members. Loans are appropriate to borrower needs in size, purpose, and terms.

Micro-farming Loans/ Micro-enterprise Loans) – these are loans targeting women farmers in the rural areas as well as the smallest, informal business enterprises such as vendors, flea market traders, grinding mill operators, cross boarder traders who require working capital finance to grow their businesses and the loan repayments are matched to the cash flow generating capacity of the enterprise.

Small & Medium Enterprises Business Loans – Loan is available to formally registered small to medium enterprises such as companies, partnerships, joint ventures among others. Loan products available include financing facilities such as Order Financing, Invoice Discounting, and Factoring. These loans are targeted at SMEs who supply to reputable and creditworthy organisations and need funding to acquire raw materials, stocks or to provide services

Micro Leasing - enables women entrepreneurs or individuals to acquire movable or immovable business assets needed to run or grow the business. It is a short to long term financing model providing flexible and affordable repayment terms.

Agribusiness/Value Chain Financing - A value chain is a set of linked activities that work to add value to a product; it consists of actors and actions that improve a product while linking commodity producers to processors and markets. ZWMB avails value chain finance to buy inputs, technical assistance during the production process, market linkages with buyers, and collection of payments for the produce.

Personal Loans / Salary based loans are mainly targeting salaried individuals whose primary source of repayment is their monthly salaries. Facility is also available for individuals with other verifiable and consistent source of income such as pensions and rentals. Personal loans are designed to cover emergencies, school fees, home improvements, purchase of personal assets and more

Electronic Banking Products

Digital Banking Channels

The Bank is on a digital transformation drive with various digital delivery channels having been implemented to facilitate ease of access for 24/7 and 365 days to funds in savings accounts, reduce the need for cash as well as providing access to instant emergency loans.

The implementation of digital channels is a cornerstone in the attainment of the bank's financial inclusion mandate as it allows the bank to reach out to all areas of the country by enabling the bank to savings, loans, insurance and remittances via digital platforms greatly reducing high transaction costs currently associated with banking services.

These digital channels include

1. RTGS Platform

The RTGS platform is the backbone of the financial infrastructure of Zimbabwe and the bank went live on this platform in 2019.

This platform enables the Bank to offer local real time funds transfer services, sending and receiving funds to and from other banks over the ZETSS platform.

2. Card

The bank issues chip and pin debit cards to customers. The cards are ZimSwitch enabled and allow customers to make payments for services, make purchases of goods and allows a customer to also withdraw cash when making a purchase through a cash-back facility over a network 4,000 POS and 400 ATMS Zimswitch enable sites, reducing the need to visit the bank.

3. POS

Our Point of Sale (POS) services offer a wide range of card and payment solutions. Our POS machines are secure, convenient and reliable, enabling our customers who are in business to accept payments from customers in different ways.

4. Mobile Banking

Our clients are now able to transact 24/7 through the Mobile Banking platform using our USSD Code *550# which allows customers to conduct financial transactions remotely using a mobile device such as a smartphone or tablet. Services available via the Mobile Banking platform include

- Balance enquiries
- Airtime
- Mini statement
- Payment services to various service providers (such as ZESA, Nyaradzo, City of Harare, City of Bulawayo, DSTV, ZOL, SPCA, ICECASH, Telone)
- Funds transfer services (internal transfers, ZIPIT and RTGS)

5. SMS Alert Service

- This is an automated notification service which sends text messages from the Bank to a customer's mobile phone number.
- The service gives a customer instant notification of any transaction whether deposit or withdrawal which is important in combating fraudulent transactions.

6. Katsaona Mobile Loan

- This is an instant mobile loan product launched in 2019 and is available to customers who are Netone subscribers and also have an active OneMoney Wallet which allows them to access an instant loan of up to ZWL \$50,000 instantly on their mobile phone.

7. Contact Centre Number

- Open lines of communication are a basic requirement for an institution such as ZWMB that handles customers money. Customers need the feeling of control and financial security.
- The Contact Center gives the bank's customers additional options to access banking and other financial services. This helps the bank to streamline the sales and support operations as it gives the bank a greater ability to reach and to be reached by its customers without the need to visit the bank.
- This enables the bank to offer its services conveniently, with speed and expertise and serve customers in ways that inspire brand loyalty.

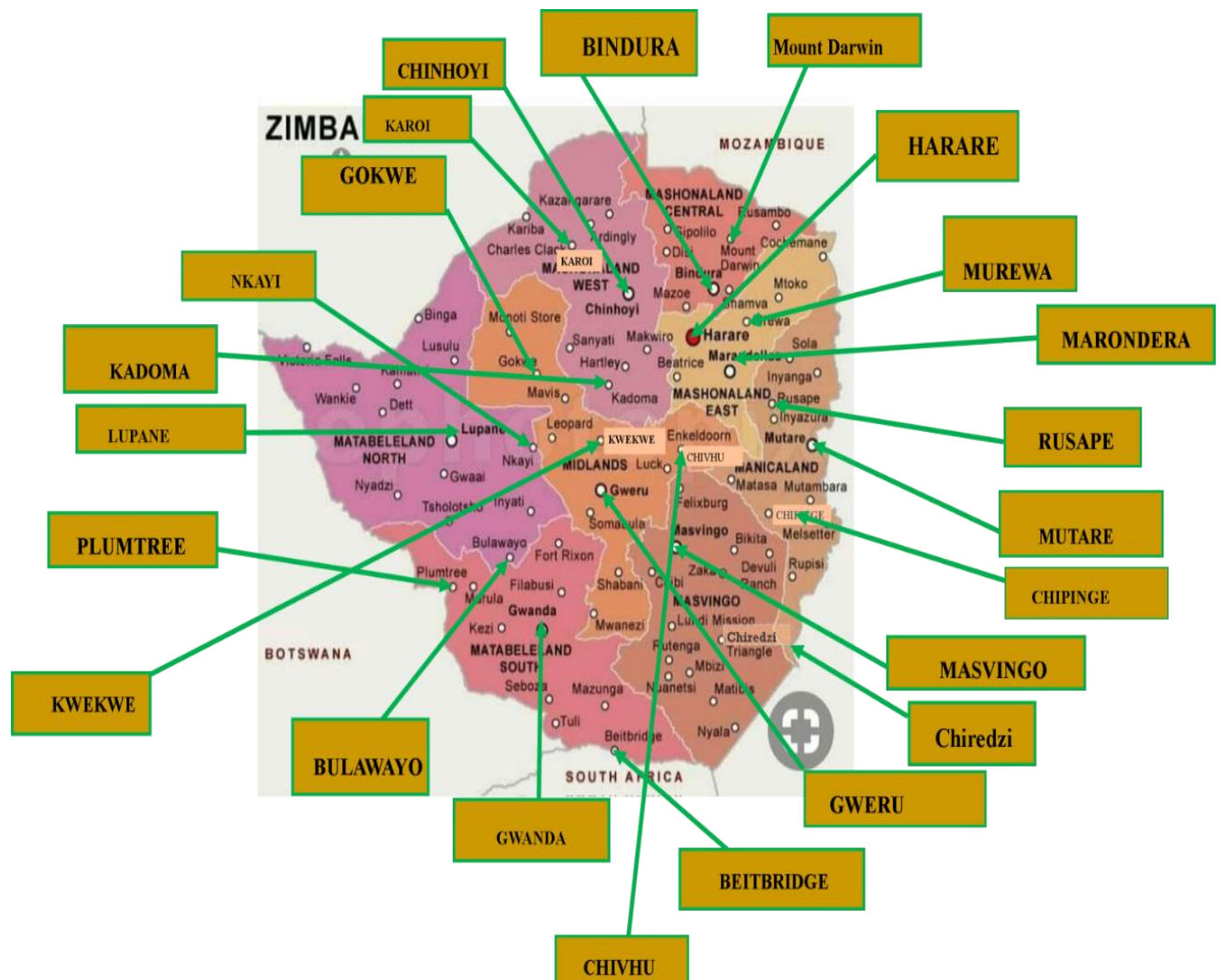
8. Internet Banking

- Internet banking, also known as online banking, e-banking or virtual banking, is the electronic payment system that enables customers to carry out a range of financial transactions through the Women's Bank website.
- This platform will be implemented in the coming year to complete the digital transformation drive of the bank giving customers unlimited options to access the bank.

BRANCH NETWORK AND DISTRIBUTION

Through partnership with various stakeholders, the Bank now has representation in all the ten (10) Provinces. It has registered Fixed Agencies as well as mobile agents to complement its distribution efforts.

Distribution Network



Branch Network and Distribution conts...

Area	Address	Contact Number
Harare	56-60,Samora Machel Ave, Ground floor Trust towers building	+263(242)796097- 104/2/5 +263(242)251531,32,26
Bulawayo	York House, Ground Floor, Between Fort Street and Herbert Chitepo Street, Along 8 th Avenue,	0719001718
Masvingo	Masvingo Trade Center Stand 267 Hofmeyer Street	0719001712
Gweru	First Mutual Building Office No 7 Ground Floor , Cnr Robert Mugabe and 5th Street	0719001715
Mutare	93-96 Herbert Chitepo Street, Fidelity Building, NetOne office	0719001713
Bindura	Office 15 NSSA Commercial Centre, Net One Offices	0719001741
Chinhoyi	NetOne Building,38B Building, Magamba Way	0719001723
Marondera	1137 POSB Building Second Street	0719001716
Karoi	Telone Office	0719001707
Beitbridge	NetOne Shop, Office 39,Zesa Complex	0719001735
Gwanda	Shashi Building, Government Complex, Office No	0719001720
Chiredzi	Shop Number 9, Old Mutual Building	0719001721
Lupane	Room 4, JJ Enterprises	0719001740
Chipinge	Government Complex, Women Affairs, Room 216	0719001737
Chivhu	Ministry of Women Affairs, Old Magistrates Court	0719001732
Nkayi	Ministry of Women Affairs	0719001734
Plumtree	Ministry of Women Affairs	0719007717
Hwange	Hwange Zoo,1782,Independent Road	0719001719
Rusape	Ministry of Women Affairs	0719001733
Gokwe	7216,Netone Shop	0719001724
Guruve	Ministry of Women Affairs	0719001709

CUMMULATIVE STATISTICS AS AT DECEMBER 2022

CUMMULATIVE DISBURSEMENTS									
DISBURSEMENTS BY PROVINCE			CUMMULATIVE FROM INCEPTION						
			DISBURSEMENTS		NUMBER OF CLIENTS DISAGGREGATED BY GENDER		SOCIAL IMPACT		
Province	Cummulative Number of Accounts Opened as at 31 December 2022	Number of Loans	Number of Clients	Value of disbursements	Female	Male	Jobs Created	Jobs Sustained	
BULAWAYO	11 451	3 318	3 428	84 499 723	2 874	554	6 257	9 458	
HARARE	19 198	2 897	3 318	290 337 250	2 589	729	5 477	8 312	
MANICALAND	21 574	3 125	3 415	62 427 763	2 793	622	5 620	8 679	
MASH CENTRAL	13 552	1 457	1 568	29 834 769	1 234	334	2 215	3 423	
MASH EAST	16 260	1 992	2 319	64 588 520	1 819	500	3 406	5 308	
MASH WEST	19 342	2 575	5 353	54 858 259	4 822	531	7 079	10 610	
MASVINGO	13 964	4 681	6 210	70 412 363	5 333	877	8 315	12 431	
MAT NORTH	9 705	1 262	1 383	61 290 909	1 160	223	2 067	3 167	
MAT SOUTH	7 463	896	987	26 621 379	841	146	1 474	2 318	
MIDLANDS	20 184	14 894	15 100	84 714 748	12 346	2 754	23 783	37 234	
TOTAL	152 693	37 097	43 081	829 585 683	35 811	7 270	65 693	100 940	
KATSAONA		70 235	70 235	33 613 018	48 248	21 987	70 235	70 235	
GRAND TOTAL	152 693	107 332	113 316	863 198 701	84 059	29 257	135 928	171 175	

CUMMULATIVE STATISTICS BY SECTOR

LOAN PURPOSE	Number	Value
AGRICULTURE	25,969	251,476,315
CONSTRUCTION AND PROPERTY	310	3,842,682
ENERGY AND MINERALS	380	14,483,790
INDIVIDUALS	2,920	66,253,750
MANUFACTURING	1,107	42,301,388
TRADE AND SERVICES	6,374	445,612,379
TRANSPORT AND DISTRIBUTION	37	5,615,380
KATSAONA	70,235	33,613,018
TOTAL	107,332	843,198,701

Value Chain Portfolio as at December 2022

Disbursements	2018			2019			2020			2021			2022		
Province	Number of loans	Number of Clients	Value of loans disbursed	Number of loans	Number of Clients	Value of loans disbursed	Number of loans	Number of Clients	Value of loans disbursed	Number of loans	Number of Clients	Value of loans disbursed	Number of loans	Number of Clients	Value of loans disbursed
Castor Beans	-	-	-	213	213	282 207	831	831	2 032 086	94	94	1 262 180	281	281	407 732
Sorghum	1 124	1 124	434 474	496	496	656 941	302	302	737 826	355	355	597 300	-	-	-
Sugar beans	-	-	-	-	-	-	-	-	-	-	-	-	96	96	2 300 267
Sunflower	-	-	-	-	-	-	329	329	804 010	25	25	330 837	-	-	-
Packaging	1 772	1 772	685 268	-	-	-	-	-	-	-	-	-	-	-	-
Sesame seed	-	-	-	-	-	-	-	-	-	104	104	30 888	130	130	601 974
Cotton Seed	879	879	339 985	-	-	-	-	-	-	-	-	-	-	-	-
Foliar Fertilizer	258	258	99 788	-	-	-	-	-	-	-	-	-	-	-	-
Total	4 033	4 033	1 559 515	709	709	939 149	1 462	1 462	3 573 923	578	578	2 221 205	507	507	3 309 973

Cumulative Statistics of Value Chains as at December 2022 per Province

Province	Number of loans disbursed	Number of Clients	Value of loans disbursed
MANICALAND	951	951	3 277 655
MASH WEST	811	811	2 598 342
MASH EAST	481	481	2 385 364
MIDLANDS	3 212	3 212	1 215 154
MASVINGO	671	671	1 179 098
HARARE	18	18	678 924
MASH CENTRAL	1 121	1 121	246 728
MAT SOUTH	24	24	22 500
BULAWAYO	-	-	-
MAT NORTH	-	-	-
Total	7 289	7 289	11 603 764

PERFORMANCE OF ZIMBABWE WOMEN'S MICROFINANCE BANK

1. Is the bank loaning deposits from clients, how much are the deposits earning?

The bank is not loaning deposits received from clients. The bank's deposits as at 31 December 2022 stood at \$34 623 995.92. Balances held in savings accounts are transactional deposits where the customer can withdraw against these funds anytime. Deposits held in ZWL are usually not for a long time because of the inflationary environment. Clients are well informed these days and would not keep money in savings account for investments. Interest rate on Savings accounts is 2% per annum as at 31 December 2022. Savings accounts held were earning interest as shown below:

Period	Interest Expense
2018	468
2019	11,160
2020	42,222
2021	1,877,475
2022	28,216,495

2. How much has the bank earned from account opening deposits from the 152 693 that have been opened so far?

Account opening deposits are customer funds which are reflected as banks deposits in section 1. above. Customer deposits do not earn money for the bank, the bank makes money when the customer transact. Commission earned from transacting accounts in 2022 is \$24,112,316.00 as of 31 December 2022. Distribution channels took long to be established due to unavailability of funds to develop the ICT platforms. We should see an improvement in the commission as more clients start to use the accounts. The bank is charging administration

fees which include card issuance fees and income earned from monthly account maintenance fees as shown below:

Period	Dec-22	Dec-21	Dec-20	Dec-19	Dec-18
Account maintenance fees	24,112,316.00	5,115,532.71	1,009,964.20	21,493.00	755.00

3. Provide a variance analysis of the budgeted income and expenditure.

Variance analysis shown below:

PERIOD	ACTUAL		BUDGETED		% age Variance	
	Interest Income	Expenditure	Interest Income	Expenditure	Interest Income	Expenditure
2018	209,455	2,772,356				
2019	2,937,456	7,767,667	4,792,196	7,338,122	-39%	-6%
2020	19,362,889	82,855,919	40,401,044	76,264,962	-52%	-9%
2021	112,321,901	275,087,040	122,627,704	140,058,613	-8%	-96%
2022	98,928,924	371,462,760	159,964,505	270,602,039	-38%	-37%

4. Provide total loans disbursed and interest accrued thereof.

Total loans and interest accrued provided as below:

PERIOD	LOANS DISBURSED	INTEREST INCOME
2018	4,206,774	209,455
2019	16,328,067	2,937,456
2020	74,158,312	19,362,889
2021	165,288,507	112,321,901
2022	459,928,924	98,928,924

5. Indicate any other clients other than those seeking to apply for loans

The bank has customers who opened accounts for transactional purposes. Now that the Cards, POS, RTGS, mobile banking channels are functional we should see more activity from these accounts. The bank has applied for permission to open foreign accounts, once

granted we should see clients starting to save, which is the other purpose of opening accounts.

6. Give a summary of all the development partners you have worked with and how these benefited the bank

Development Partners	Activities
Action Aid	The Bank is accessing capacitated clients. Action Aid trained communities in Mashonaland Central (Mbire), Mashonaland West (Kariba) and Matabeleland North (Binga) for the Zimbabwe Resilience Building Fund project and is linking beneficiaries to the bank for funding.
UNDP	<ul style="list-style-type: none">-Capacity building of Bank employees on serving women and girls who are marginalized, isolated, and prone to Sexual and Gender-Based Violence (SGBV), Harmful Practices (HPs), and Sexual and Reproductive Health and Rights (SRHR) issues and with disability.-Working with the bank under the Spotlight Initiatives (SI) Women Economic Empowerment (WEE) in raising awareness to SGBV and linking survivors to accessing finance in various projects in Hopley, Chipinge, Muzarabani, and Umzingwani.

GOAL ZIMBABWE	<ul style="list-style-type: none"> -Capacity building of Bank employees on serving women in poultry production through attending workshops and joint training in business skills. -Access to capacitated groups to fund poultry projects in Chipinge and Buhera. -Assistance in monitoring the group clients. -Joint effort for market linkages of poultry groups.
WORLD VISION	Joint training programs in Hurungwe and Kariba and linking members to finance.
CARE International	Linking program beneficiaries to finance by the Ban in Masvingo.
SNV	Value chain projects in Sorgham in Chivi and other districts in Masvingo. Providing technical training in farming
MERCYCORN	Resilience gardens in Mutare. ISALS Training in Micro enterprise, packaging of matemba, peanut butter and poultry farming
MUSASA PROJECT	Identification of SGBV survivors under the Sport Light Initiatives and linking them to the bank for financing
PLAN INTERNATIONAL	Trainings in Mutare, Mutasa, Chimanmani of Micro entrepreneurs in various skills which are dressmaking, hairdressing, poultry and baking.
CARITAS	Training of ISALS in Chimanmani and linking them to the bank for funding
RUJEKO	Training of ISALS in Poultry projects and linking them to the bank for funding

BANTWANA	Linking to the bank project beneficiaries for access to Finance on the DREAMS programme in Matabeleland North districts, namely Bubi, Nkayi, Lupane, and Tsholotsho. Batwana is providing over 18,000 vulnerable adolescent girls and young women (AGYW) aged 9-24 with layered HIV, GBV prevention and response, education, and economic empowerment services, as well as caregiver economic strengthening and positive parenting.
Zimbabwe Health Interventions (ZHI)/FHI360	Job shadowing of the adolescent girls and young women (AGYW) aged 18-24 at the Bank and linking them to access finance for those taking the enterprise route.

Working with Development partners has benefited the bank in that Clients who have been trained in business skills as well as technical skills become easy clients. Partners have an interest in the success of the projects and hence they provide monitoring services which reduces costs for the bank. Development partners subsidize outreach cost as some provide transport for assessments and monitoring of funded projects. Development partners also give a secondary layer of security to ensure that all members pay their loans. Under the UNDP program Women Economic Empowerment (WWE). WEE Kits were bought and disbursed as loans.

7. How is the money received from Savings groups managed?

In the current inflationary environment, Savings group account that we hold are not depositing money for investment, save for the account opening which enable access to loan products. Other deposits that come through are mainly to service their loan accounts. The bank does not have foreign accounts.

8. How much does the bank charge for its services and interest rates, and what is this money used for?

The money earned from various sources covered in the business conditions attached is used for operational expenses, which in most cases is not enough because of transactional volumes which are still too low and loan book which is not big enough to generate sufficient commission. Attached are the current business conditions:

9. How much interest are charged on loans by the bank and how has the bank implemented the RBZ directive o interest on loans?

Attached below is the current schedule for interest on loans.

Loan Type	Product	Amount	Maximum Loan Term	Interest Rate	Insurance
Micro leasing Asset Finance Loan 1(Individual)**	MALF1	Minimum-\$1,000 Maximum \$ 3,000,000	12 months	10% per month, straight-line	1%
Micro leasing Asset Finance Loan 2(Individual)	MALF2		12 months	10% per month, straight-line	1%
Group Micro leasing Asset Finance Loan 1(Groups)**	GMALF1	Minimum-\$1,000 Maximum \$ 3,000,000	12 months	10% per month, straight-line	1%
Group Micro leasing Asset Finance Loan 2(Groups)	GMALF2		12 months	10% per month, straight-line	1%
Micro-enterprise Bus. Loan 1	MEBL01	Minimum-\$500 Maximum \$500,000	12 months	10% per month, straight-line	1%
Micro-enterprise Bus. Loan 2	MEBL02	Above \$500,001	12 months	10% per month, straight-line	1%
Joint Liability Group Loan 1	JLGL01	Minimum-\$500 Maximum \$500,000	12 months	10% per month, straight-line	1%
Joint Liability Group Loan 2	JLGL02	Above \$500,001	12 months	10% per month, straight-line	1%

Loan Type	Product	Amount	Maximum Loan Term	Interest Rate	Insurance
Micro Farming Loan 1	MICRL1	Minimum-\$500 Maximum \$500,000	9 months	10% per month, straight-line	1%
Micro Farming Loan 2	MICRL2	Above \$500,001	9 months	10% per month, straight-line	1%
SME Loan 1	SMELO1	Minimum \$1,000 Maximum \$10,000,000	1-9 months	10% per month, straight-line	1%
Civil Servants SSB Loans 1	SSBSL1	Below \$2,000,000	1 - 6 months	10% per month, straight-line	1%
Civil Servants SSB Loans 2	SSBL2	Above \$2,000,000	1 - 12 months	10% per month, straight-line	1%
Government Pensioners Loan	GPNL02	Maximum \$1,000,000	1 - 12 months	10% per month, straight-line	1%
ZIMPET	PENL01	Maximum \$1,000,000	1 - 12 months	10% per month, straight-line	1%
Corporate Lending	CPRTL03	Maximum \$2,000,000	1 - 12 months	10% per month, straight-line	1%
Consumer Loan	CONL2	Maximum \$2,000,000	1 - 12 months	10% per month, straight-line	1%
Individual Micro Vendor Loan	IMVL1,	Maximum \$500,000	1 – 12 months	10% per month, straight-line	1%
Group Micro Vendor Loan	GMVL1	Above \$500,000	1 – 12 months	10% per month, straight-line	1%
Individual Bakery Loan	IMICBL,	Maximum \$500,000	1 – 12 months	10% per month, straight-line	1%
Group Bakery Loan	GMICBL	Above \$500,000	1 – 12 months	10% per month, straight-line	1%

Business Conditions December 2022 Savings

Account Type	Working Woman Personal Savings	Pensioners Account	Micro Farming Savings**	Micro Enterprise Savings**	SME Savings	Group/Association/ Society**	Fixed Deposit (Contractual Savings)
Minimum Balance	\$200	\$200	\$200	\$200	\$2,000	\$1,000	\$10,000
Account Opening Deposit	\$2,500	\$2,500	\$2,500	\$2,500	\$5,000	\$5,000	\$10,000
Account Closure	\$200	\$200	\$200	\$200	\$1,000	\$500	N/A

Transaction Type	Working Woman Personal Savings	Pensioners Account	Micro Farming Savings	Micro Enterprise Savings	SME Savings	Group/Association/ Society	Fixed Deposit (Contractual Savings)
Cash Deposit Fee	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Cash Withdrawal Fees-Slips	3% Min \$75 No Max	3% Min \$75 No Max	3% Min \$75 No Max	3% Min \$75 No Max	3% Min \$75 No Max	3% Min \$75 No Max	Free
Cash Withdrawal Fees-POS	2.5% Min \$50 Max \$250	2.5% Min \$50 Max \$250	2.5% Min \$50 Max \$250	2.5% Min \$50 Max \$250	2.5% Min \$50 Max \$500	2.5% Min \$50 Max \$500	N/A
Statement Request-Branch	\$25 per page	\$25 per page	\$25 per page	\$25 per page	\$25 per page	\$25 per page	free
RTGS*(Above ZW\$500 subject to 2% IMT Tax)	1.5% Min \$500 Max \$2,500	1.5% Min \$500 Max \$2,500	1.5% Min \$500 Max \$2,500	1.5% Min \$500 Max \$2,500	1.5% Min \$600 Max \$5,000	1.5% Min \$600 Max \$3,000	
Internal Transfer* (Above ZW\$300 subject to 2% IMT Tax)	1% Min \$100 Max \$100 \$350	1% Min \$100 Max \$350	1% \$100 Max \$350	1% Min \$150 Max \$750	1% Min \$150 Max \$750	1% Min \$150 Max \$500	N/A

Credit Interest	40% per annum	40% per annum	40% per annum	40% per annum	40% per annum	40% per annum	80% per annum
Balance Enquiry	\$25	\$25	\$25	\$25	\$25	\$25	\$25
Withholding Tax on Credit Interest	15%	15%	15%	15%	15%	15%	15%
Monthly Service Fess	\$100	\$100	\$100	\$100	\$500	\$500	Nil

TREASURY (INVESTMENTS): Minimum amount \$10,000

Interest rate: 80% per annum

Business Conditions December 2022: Zimswitch POS Transaction Fees

Transaction Type	ZW\$
Initial Card	ZW\$1,500.00
Card Replacement	ZW\$1,500.00
Balance Enquiry	ZW\$15.00
Mini Statement	ZW\$20.00
POS Purchase	Transactions of ZW\$500 and below 2.5% min ZW\$75.00 Transactions of ZW\$500.01 and above 2.5% min ZW\$75.00 + 2 % IMT Tax
POS Purchase with Cash Back	2.5 % min ZW\$75 Max ZWL100 plus 2% IMT tax Above ZWL 1,000.01
POS Cash Back Limit	ZW\$5,000 per week ZW\$20,000 per month
Cash Withdrawal	3.5 % of the amount ZW\$75, max ZW\$150 amounts below ZW\$300 3.5 % of the amount ZW\$75, max ZW\$150 plus 2 % tax above ZWL300.01
Balance Inquiry on Insufficient funds	ZW\$25.00

POS Purchase Limit	ZW\$500,000 per day
POS Transaction Limit	Per week ZW\$3,500,000
POS Payment Amount Limit	ZW\$500,000/transaction

OUTREACHES

Harare Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Vendors Mbare Musika	Chikomba Village	Caledonia meetings with groups	Caledonia
Vendors Highfields	Hatcliffe Dust Market	AFM Tabernacle Avondale	Tagwena
Vendors Dust Market	Epworth SAGE Event in conjunction with Plan International and Ministry of Women Affairs	Hopley meetings with groups in area	Caledonia
Vendors Chikwanha	Ziko in Seke	Methodist Church Kuwadzana	Seke Area
Zimpapers and Orgfert Partnership for fertilisers	Caledonia meetings with groups in Caledonia area	Mabvuku meetings with groups	Epworth
Caledonia meetings with groups in Caledonia area	Meeting with various women trained in detergents making by Zimbabwe Science and Technology in Harare South	Hatcliffe meetings with various women	Charsvic Harsvic Trading and Projects
Meeting with various women trained in detergents making by Zimbabwe Science and Technology in Harare South	Caledonia Peace Committee meeting	Ushewekunze meetings with groups	Selous Area
Gosha Village in Murehwa	Caledonia meetings with groups in Caledonia area	Caledonia meetings with groups in Caledonia area	Chegutu
Norton Rural Area	Meeting with various women trained in detergents making by Zimbabwe Science and Technology in Harare South	Higher Life Church	Lyndhurst
Mapostori Outreach after Boka	Ministry of Women Affairs meeting Epworth Detergents Making	Mabelreign meetings with various women in area	Grace Rita Investment
Donhodzo Village Chishawasha	Caledonia meetings with various groups in Caledonia	Norton meetings with various groups	Pam Investment

Epworth Local Board	Mabvuku meetings with various women	Epworth meetings with various groups	Dzivarasekwa
Womens League meeting with women trained in detergents making -Epworth	Angilcan Church Water falls Rowadzano Rwemadzimai	Dzivarasekwa meetings with various groups	Mbare
Womens League meeting with women trained in detergents making -Mufakose	Retreat Area various women groups	Rekai Tangwena meetings with various groups	
Womens League meeting with women trained in detergents making -ZRP Support Unit		Caledonia meetings with various groups in Caledonia	
Womens League meeting with women trained in detergents making -St Marys Chitungwiza		Mabvuku meetings with various women	
Ruwa Vendor Market		Ruwa Methodist Church Business meeting	
Councillor Muzamindo Epworth area		Hopley Ward 6	
Warren Park Paraplegic event		Southlea Park meetings with various groups	
		SME engagements Kwame Mall CBD	
		SME engagements Chinhoyi Street CBD	
		SME engagements Eastgate Mall CBD	

Bulawayo Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Umguza meeting with MP	Umguza- meeting with MP and account opening	Davies Hall	Pumula South
Rosleal Resources Pvt	Rosleal Resources Pvt	Johanne Masowe	Milton
Tsholotsho meeting with MP	Bulawayo recyclers	Cowdray Park	Bulawayo Polytechnic
Binga	Tsholotsho- meeting with Councilors and account opening	Nketa 9	Ntabazinduna
AAG meeting	AAG meeting	Nketa 7	Tshabalala
Khami Prison	Umguza	Emganwini	Nketa 7
Umguza	Khami Prison	Pumula East	Montrose
BCCA	Umguza	Cowdray Park	Magwegwe
Induna Barracks	BCCA	Pumula South	Kezi
Minister of State meeting	Induna Barracks	Pumula Old	Mapisa Ward 3
Bubi	Bubi	Tshabalala	Mapisa Ward 11
Umzingwane	Umzingwane		Mapisa Ward 1
Binga	Tsholotsho		Kezi
Tsholotsho	Njube		Mzingwane
ZRP Fairbridge	Induna Barracks		
Bishop Andby - Johanne Masowe	Umguza		
Roman Catholic Church	Khami Prison		
Umguza			
Khami Prison			
Nyamandlovu			
Mbizo Barracks			

Midlands Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Highlands, Zvishavane	Kwekwe	Gokwe Diary	Mabwematema
Neta, Mberengwa	Mkoba Teachers College	Manoti	Plus Worth
Mataga, Mberengwa	Vugwi	GWERU AAG	Chiwundura
Midlands State University, Zvishavane Campus	Nembudziya	Whawha Prison	Mkoba
Kwekwe rural	Sino turn off	Lower Gweru	Lower Gweru
Churumanzu	Ward 8	Shurugwi	Zhombe
Mbizo Kwekwe detergents training	Kwekwe	Zvishavane Radio Park	Machakata
Kwekwe CBD	Shurugwi	Zvishavane Office	Neta
Mvuma Urban and rural	Chisina	Chiwundura Ward 11	Lower Gweru
Lalapanzi	Masakadza	Gweru General Hospital	Four Mile Rural
Sino Gweru rural	Zvishavane	GWERU Magistrate Court	
Defe Gokwe	Gweru Poly	Zvishavane Great Dyke	
Chisina ward 25	Bata	NRZ	
Nyamacheni Gokwe	Gweru Urban Schools	MSU	
Mzala Hedwa Gokwe	Whawha Prison	GWERU Magistrate Court	
Manoti Gokwe	Mazviwa - Zvishavane	Midlands Provincial Hospital	
	Mabasa-Zvishavane	Chamber of SME - Zvishavane	
	Nyama-Zvishavane	Manoti - Gokwe	
	Masadza-Gokwe	Mkoba 6	
	Gokwe centre	Mkoba 16	
		Mkoba 14	
		Mkoba 18	
		ROMAC	
		Shurugwi Urban	
		Kwekwe Urban	

Manicaland Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Mutare	Mutare	Marange	Chimanimani
Mutasa	Mutasa	Nyamhuka 3 Groups	UNDP
Chimanimani	Chimanimani	ZIWE Program 5 Groups	Duri Ward
Chipinge	Chipinge	Hauna Airstrip Grounds	Tonhorai
Johanne Masowe	Buhera	Chimanimani	Chipinge
	Makoni	Zimunya Township	Buhera
	Honde	PLAN SAGE GRADUATION	Masasa/Buhera
	Johanne Masowe /Katsaona launch	Mutare CBD	Chihota Ward 23
		Hauna and Dumba Clinics	Chuundu.Makoni district
		Nyamazi	Chief Tandi Makoni
			Masasa Buhera
			Mavhaire ,Murambinda
			Masasa Buhera
			Chapwanya,Buhera
			Msasa Buhera
			Chigavakava
			Msasa Buhera
			Chigavakava, Buhera

Masvingo Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Makore	Masvingo	Rutenga	Neshuro
Ranga	Gutu	Zimuto x3	Chivi
Chiwara	Mwenezi	Mwenezi	Gutu South
Mawungwa	Chiredzi	Chigami	Gutu Ward 1
Guzha	Zaka	Bvukururu Centre	St Vitalis
Save	Bikita		Mungwezi
Maranda, Chimbadzi	Chivi		Chiredzi
Nyika Growth Point			Chivi and Takunda
Rutenga			Zaka
Murawi-Rata			Vanyoro School
Chief Shumba Dare			Chiredzi
Mhandamabwe			
Chivi growth point			
Muchangani			

Mashonaland Central Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Mahuhwe Mbire	Magaya, Guruve	Mazowe - Goteka	Sekerere
Kugotsi , Guruve	Boore,Muzarabani	Kanhukamwe,Mazowe	Hoya
chaona Mazowe	Chitsungu,Mbire	Bare, Mazowe	Johanne Masowe
chipadze bindura	Goteka, Mazowe	Howard Mazowe	Bindura outreach
		Glendale	Butternut production, Bindura
		Mvurwi	Bare Shopping Centre
		Citrus	Kachuta bussiness centre
		Christonbank	Chikwira ndaombera
		Jumbo	Mazowe – white cliff
		Mukunyadzi	Manhenga, Bindura
		Chinehasha	
		Whitecliff	

Mashonaland East Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Murewa	United Church of Christ Church	Ward 15 Top gun	Women's league
Mutoko	Majuru Shopping Centre, Goromonzi	District Show	Shaka Centre
Mudzi	Mahusekwa growth point	Murewa Jakopo	Council Zihute Hall
UMP	Sussex Farm, Marondera	Murewa Ward 11	Mudzi
Mudzi	Hanwa Village, Macheke		Numwa Centre
	Mushroom Graduation Ceremony		Wedza Primary
	Rakata Farm,		Numwa
	Zimbabwe Farmers Union Meeting		Bspz Wedza
	Destiny Africa Network		Wedza
	Marondera Vendor's market		Mutawatawa
	AFM women Provincial Conference		Gumbonzvanda high school
	Manyaira Village, Choita		

Mashonaland West Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	Banket	Mauya, Ward 19	Mutoranhanga
	Karoi	First Lady Cook Out Kadoma	Vhuti
	Chinhoyi , detergent ceremony	Ward 3, Sanyati	Mukuyu
	Chinhoyi sewing machine distribution	Kadoma Rural, Ward 8	Hurungwe, Karoi
		Kadoma, Ward 7	Hurungwe Agric4She
		Marere District	Nyamambizi
		Chinhoyi District	

Matebeleleland South Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
ward 13- Garanyemba	Sherborne of Olympus West	Enyandeni	Macingwane, Plumtree
Zanu pf meeting	Gwanda urban	Jahunda High School	Gwanda, Sizeze
ward 13- Mawane, Switsha	Garanyemba	Zindere Village	Vubachikwe Mine,Gwanda
self help centre- Jahunda	Gwanda Showgrounds	Ndibe village	Mtunduluka
Sherborne of Olympus West	Sherborne of Olympus West	Malala	GBV Centre
	Bishop Andby Church	Beitbridge Mission Primary School	Entrepreneurship Training
	Makhado	Beitbridge CBD	Agric4She Insindi
	Beitbridge rank	Samas Business Centre	Agric4She

Matebeleleland North Outreaches Conducted

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	Guqeni Village	Lupane	Mazankila, Gomoza
	Gonye B	St Pauls	Dandana
	Gwelutshena	Lupane West	Tshongogwe
	Makwika	Jotsholo	Mzola
	NRZ	Lumpande West	Cotton club
	Lusumbani Village	Dongamuzi	Monde Village
	Cross Dete	Jotsholo	Sibuyu
	Lwendulu Village	Lusulu, ZANU PF meeting	Nkayi: National AIDS Council
		Lupane Youth Games	Detergents Training Nkayi
		Lupande East Ward	Dakamela Village
		St Lukes Mathambo	Zupco Nkayi

TOTAL AWARENESS CONDUCTED AND ACCOUNTS OPENED

First Quarter

PROVINCE	TOTAL AWARENESS CAMPAIGNS ATTENDED	TOTAL ACCOUNTS OPENED
HARARE	19	974
BULAWAYO	25	2635
MIDLANDS	16	1016
MASVINGO	18	1707
MANICALAND	8	2781
MASHONALAND EAST	5	963
MASHONALAND WEST		
MASHONALAND CENTRAL	4	750
MATEBELELAND SOUTH	5	211
MATEBELELAND NORTH	18	2162
	123	13 199

Second Quarter

PROVINCE	TOTAL AWARENESS CAMPAIGNS ATTENDED	TOTAL ACCOUNTS OPENED
HARARE	14	2820
BULAWAYO	17	1756
MIDLANDS	20	1036
MASVINGO	8	2128
MANICALAND	5	4668
MASHONALAND EAST	12	414
MASHONALAND WEST	7	1078
MASHONALAND CENTRAL	4	915
MATEBELELAND SOUTH	3	173
MATEBELELAND NORTH	11	646
	115	15634

TOTAL AWARENESS CONDUCTED AND ACCOUNTS OPENED conts...

Third Quarter

PROVINCE	TOTAL AWARENESS CAMPAIGNS ATTENDED	TOTAL ACCOUNTS OPENED
HARARE	22	1465
BULAWAYO	11	750
MIDLANDS	25	923
MASVINGO	7	230
MANICALAND	10	1373
MASHONALAND EAST	6	270
MASHONALAND WEST	7	349
MASH-CENTRAL	20	3361
MATEBELELAND SOUTH	8	94
MATEBELELAND NORTH	11	415
	150	9329

Fourth Quarter

PROVINCE	AWARENESS CAMPAIGNS ATTENDED	TOTAL ACCOUNTS OPENED
HARARE	13	220
BULAWAYO	14	602
MIDLANDS	10	188
MASVINGO	11	291
MANICALAND	18	713
MASHONALAND EAST	11	163
MASHONALAND WEST	6	90
MASH-CENTRAL	10	227
MATEBELELAND NORTH	11	241
MATEBELELAND SOUTH	11	71
	115	2806

STAKEHOLDERS ENGAGED

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
		Education Sector	
	Harvest House International	Harare Institute of Technology	Teachers for economic development
	Netone	Women's University	Ministry of Agriculture
	RBZ	Mkoba Teachers College	Ministry of Women Affairs
	Ministry of Finance	Kwekwe Poly	Seedco
	BuhleBuzile cooperative	Manicaland State University	Zanu pf
	Achievers Association	St Peters Kubatana Industrial Training College	Pedigree Event Management
	Nkayi RDC	Midlands State University	Zimbabwe Gender Commission
	Insiza RDC	Belvedere Teachers College	Vendors for Economic development
	Plumtree Town Council	Mutare Poly	ZAMFI
	Hwange Town Council	Zimbabwe School of Mine	
	Beitbridge Town Council	Zimbabwe Council of Higher Education	
	Women's League	Gwebi college	
	AAG Bulawayo	Lupine University	
	ORAP	Great Zimbabwe University	
	ECLF	Bindura University	
	Elevation Trust Africa	Zimbabwe Open University	
		Agricultural Sector	
	Marondera Rural District Council	Ardas	
	Destiny Africa Network	ARDAS	
		TRB	

		Agricultural Sector	
		New Holland – E. Zvoushe	
		Dynapharm	
		Agritex	
		Bayer Zimbabwe	
		ZFC limited	
		Windmill	
		Seedco	
		Klein Karoo (K2)	
		Xaley seeds	
		fossilagro	
		Central agro foods	
		Grain hub	
		ShawashAgri	
		Agro shape	
		SMEs Sector	
		Gweru Women Congress	
		SMES AFRICA	
		Hand in hand	
		CAMPED	
		RCZ	
		Real Estate Institute of Zimbabwe	
		Mealie Brand	
		Blue Ribbon & Azam Tv	
		Prochoice logistics	
		Intercrete Tiles & Bricks	
		Glenvise	
		Pristine Power Solutions	
		Elaine Solar Africa	
		DSM	
		Intaba Trading	
		Sunway City	
		Liquid Company	
		Power Haven	
		National Biotech	
		Construction Sector	
		Champion Construction	

		Construction Sector	
		ZIP construction	
		Manufacturing Sector	
		Agro processor and culinary arts chef	
		Poly packaging	
		CMB	
		CPChemicals	
		Prochoice logistics	
		Jacaranda textiles	
		C & S beading & crotching	
		Nuanetsi ranch	
		Chi-town garments	
		Fence and frames Zimbabwe	
		Lunesco	
		Zim labs	
		Telco	
		GreenCon	
		Sino-Zimbabwe cement	
		Mutirikwi Sugar co	
		Rural District Councils	
		Chirumanzu RDC	
		Hwedza RDC	
		Nyaminyami RDC	
		Mhondoro- ngezi RDC	
		Mutasa RDC	
		Norton Town Council	
		Manyame RDC	
		City of Harare Townhouse	
		Chikomba RDC	
		Guruve RDC	
		Upper Mazowe sub catchment council	

		Parastals	
		Civil Aviation of Zimbabwe	
		Zimbabwe Aids Network	
		Musasa	
		Zimparks	
		SNV	
		ZCTU	
		EMF medical society	
		PRAZ	
		DDF	
		DEVELOPMENT TRUST OF Zimbabwe	
		Telone	
		Dailynews	
		ZERA	
		ZUPCO	
		Zimgold	
		Zimpost	
		Dairyboard	
		NRZ	
		Ministry of Housing and Social Amenities	
		Harare District Office	
		GMB	
		Parliament of Zimbabwe	
		Organisations	
		UFIC	
		Young women for economic development	
		RhonaFlo Organisation	
		Afremix Bank	
		Dandemutande	

SUCCESS STORIES

SIBONGINKOSI SIBANDA



Sibonginkosi Sibanda is a 53year old married business woman from Bulawayo. She owns 3 buses 1 is used at ZUPCO and the other 2 are used to ferry kids to and from school. The client has been using her buses and managed to raise her children mainly from this business. Using the loan from ZWMB she managed to fix another bus and get a deal at ZUPCO

GOLDEN FINGERS GROUP



Golden Fingers Group from Masvingo is a group of four women who are into poultry farming and they are specializing in layers for eggs. They started their poultry project in March 2022. They started with a batch of 50 layers. Currently they are running a poultry project with 200 layers and this was through the financial support they received from Zimbabwe Women Microfinance Bank.

BRIDGET MUZVEBA



Bridget Muzveba operates a pre-school in Marondera. She got a loan from the bank to repair and purchase the furniture for her pre-school as well doing some touch ups. This has greatly increased the school's enrolment as the place has become a sought-after learning centre by the community which in turn has boosted her income earning capacity.

ZHENJE IRRIGATION PRE-COOP



Zhenje Irrigation Pre-Coop from Zaka is a group consisting of 11 members. The group manages a horticulture irrigation scheme. They acquired a group loan facility (Foliar Fertilizers 5L x14 units) from the bank for their projects.

SHEILA MUTEMERI



Sheila Mutemeri is a farmer from Bindura, she received a loan to buy inputs for her lettuce project.

MEGGIE MUZA



Meggie Muza from Magunje operates a tuckshop. She received a loan from the bank to start her business.