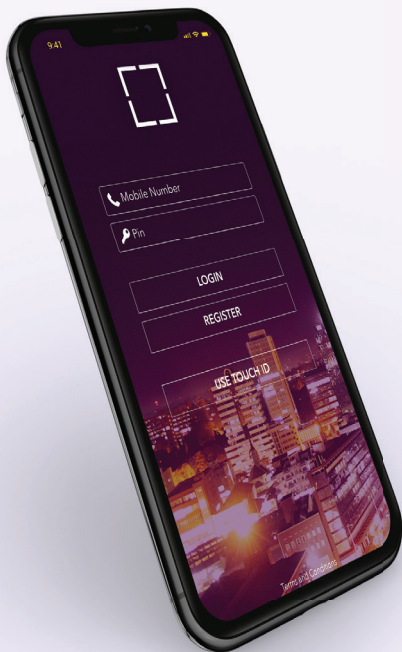


STEWARD|BANK
Everyday Banking For Everyday People



Manual



Square 2.0

For all personal accounts

The Square 2.0 mobile app is an integrated solution that gives Steward Bank customers the power to transact whenever and wherever they are.

Square 2.0 enables paperless and branchless banking. With the Square App the customers can conduct the following:

- Balance enquiry
- Buy airtime
- Bill payments
- Add beneficiaries
- View mini statement
- Funds transfers (*RTGS, Zipit, Internal Transfer*)
- Banking services
- Direct debits (*Scheduled payment deductions*)
- Alerts on Account activity

We've made it easy for you - Once you are registered on the Square App you will automatically be registered on Online Banking.

Exciting new features on the Square App will include:



Mukando

A savings scheme that allows a group of people to save



Loyalty points

Customers will earn loyalty points and redeem them from transacting on digital platforms



A Quick Access Menu

that shows the last 5 transactions and account balance as when last refreshed



Fingerprint login to the Mobile App



Add payment beneficiaries

Convenient to avoid entering a beneficiaries details every time one transfers funds



Assistance from 'Batsi', a digital customer service officer



Currency converter



Branch locator



Customer can **send queries** via the App



To Register



Download the app from
Google Play Store or
Apple App Store



Enter the account
number, mobile
number and last
4 digits of your
ZimSwitch card
number

***4

A One Time Pin (OTP) will
be sent to the registered
mobile number

***4

Enter the OTP to confirm
registration



Confirm Details

*To Login
Enter phone number and pin*

Diaspora Banking



Diaspora Access

For Zimbabweans based in the diaspora

The App will allow customers based in the diaspora to register using a virtual card number that will be sent to their e-mail address.

To Register



Download the Square App from Google Play Store or Apple App Store



Enter the account number, mobile number and last 4 digits of virtual card number (you will receive this via email).



Confirm Details

***4

A One Time Pin (OTP) will be sent to the registered mobile number

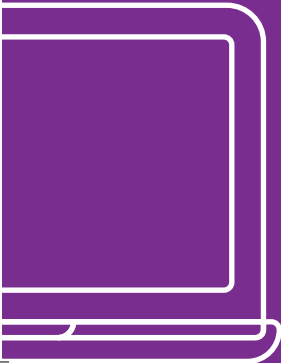
***4

Enter the OTP to confirm registration

To Login

Enter phone number and pin

Online Banking



Online Banking has now been introduced for ALL Steward Bank customers. Previously, online banking was restricted to businesses. Customers can perform the same transactions that are available on the Square App. Steward Bank has done this to ensure that our customers enjoy a seamless experience across our banking platforms.

To Register



Go to online banking portal <https://digitalbanking.stewardbank.co.zw/securebanking/> or use the Online Banking link on the Steward Bank website



Enter the account number, mobile number and last 4 digits of the ZimSwitch card number or virtual card number for diaspora customers



Confirm Details



A One Time Pin (OTP) will be sent to the registered mobile number



Enter the OTP to confirm registration

Online Banking For Businesses

Following the launch of the Merchant Services Portal that allows businesses to immediately access and move funds after customers have transacted on the traditional POS machine or on the Kwenga device, Steward Bank has revamped online banking for business.

The online banking portal has been re-designed to be user-friendly and the same features and functionalities as before.

Application Process



Fill out Mandate Form
& Submit to Account
Executive



Bank Operations creates
an online profile for
Merchant/Corporate/
Agent



A verification code
is sent to the parties
specified on the Mandate
Form



Each individual receives
that One-Time code and
uses it to set-up his/her
profile

Social Media Banking





Batsi

Batsi, Steward Bank's chatbot is a first in the banking industry in Zimbabwe. Batsi will assist customers with queries on Facebook, the Square Mobile App and on Online Banking.

Batsi is the first step in the use of Artificial Intelligence. If Batsi cannot answer the question, the question will be sent to a live Customer Service Officer who will be on stand-by.

Batsi, has been introduced to improve customer service and allow for faster query resolution.

With Square 2.0, Online Banking and Batsirai Steward Bank is placing customer convenience at the center of its business. Steward Bank will continue to develop innovative products and services that meet the needs of our customer base.

For all Steward Bank customers
Simply send Batsi a message to check for balance enquiry or mini statement.



Send the words '*Balance enquiry*' or Send '*Mini statement*' through Facebook Messenger.

***4

Client will receive a one-time pin (OTP) on the registered mobile number

***4

Send the OTP to Batsi on Facebook Messenger



Client will view *Balance enquiry* or *Mini-statement* showing the last 5 transactions

To Login
Enter phone number and pin

Coming Soon to...

Square App & Online Banking



QR Code payments

Scanning a merchant QR code and make a payment with your phone



Money manager

Tracks your spending & provides a breakdown



You may fail to register if:

1. The customer Card is not active
2. The card is blocked due to invalid attempts
3. The account has been locked due excessive invalid OTP or PIN attempts
4. The OTP has not been received
5. The customer's Card has expired
6. The customer has multiple cards and a card is already registered on the system
7. The account number is already registered on the system
8. The customer has replaced their card
9. The telephone number was not submitted on account opening
10. The customer has changed their number, the new number needs to be captured on the system

Customer Care



Steward Bank



@StewardBank



StewardBank



0772191191



0808 8888



Website Live Chat



*customerservice
@stewardbank.co.zw*

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