

What do I do if I lose my card?

If you lose your Steward Bank Visa Prepaid Card please get in touch with our customer service personnel using the details listed below. This will enable the Bank to block the card in order to protect your funds. A replacement can be requested at the branch at a cost of \$10.

Who do I contact if I need assistance with my card?

Should you need assistance with the Steward Bank Visa Prepaid Card, please contact our customer service personnel on any of the following channels:



Steward Bank



@StewardBank



StewardBank



0772191191



0808 8888



Website Live Chat



customerservice
@stewardbank.co.zw



VISA

#LoadUp&Go

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Everyday Banking For Everyday People

VISA



What is a Visa Card?

This is a prepaid VISA Card for both Steward Bank and non-Steward Bank customers which gives them the convenience of loading their funds for use when travelling abroad. This card has no strings attached as one does not need to be a Steward Bank account holder in order to qualify for the card.

Who qualifies to get a Visa Card?

- Individual and Corporate travellers that require secure and safe methods of transacting rather than carrying cash
- Students studying outside the country that require a medium of receiving money from parents in Zimbabwe
- Small scale traders purchasing merchandise beyond our borders.

Why should I apply for this card (benefits)?

- It works internationally where Visa cards are accepted
- Ability to perform online transactions with the card
- It is as good as cash
- Cheaper transactional fees compared to available options
- Spending flexibility as it is prepaid
- Instantly available - It is a "LOAD UP and GO" card

What do I need to apply for the Visa Card?

The following are the Visa card application requirements:

- Copy of National Identity Card / Passport / Driver's License
- Completion of Visa Prepaid Card application form
- Card issuance fee of US\$10
- Proof of residence

How and where do I apply for the Card?

The Steward Bank Visa prepaid card is sold through Steward Bank branches. All you need to do is visit any Steward Bank branch, complete a Steward Bank Prepaid Visa card application form and submit the form together with your ID, Proof of residence & \$10.

Once this is done, you can collect your card and PIN from the Customer Service Officer branch. You will receive a message to confirm card activation within 30 minutes of completing the application process.

How do I fund my Steward Bank Visa Prepaid card?

The card can be funded by depositing foreign currency into the card at any Steward Bank branch using the Pre-printed deposit slips available in the branches.

What are the features of the Steward Bank Visa Prepaid card?

- Accepted on more than 2,3m Visa branded ATMs and POS machines in 200 countries worldwide
- Pre-funded using foreign currency only
- Non-personalised, thus, it does not have a card holder name displayed on the face of the card
- Performs POS/Online and ATM transactions with a limit of \$10,000 per month
- Card sold through Steward Bank branches only
- Email alerts upon transacting



What charges should I expect when I use the Steward Bank Visa Prepaid Card?

The following are the service charges:

Description of Service	Domestic	International
Cost of purchasing the card	\$10	\$10
Balance Enquiry	\$0.20	\$0.50
POS and Online Purchase	1.5% of transaction value with min \$ 1 and a max of \$100	1.5% of transaction value with min \$ 1 and max \$100
ATM Cash withdrawal	3% min \$3.50	3% min \$3.50

Can I request a statement on my Visa account?

Customers can request their Visa statements using the telephone banking channel or email customerservice@stewardbank.co.zw