

## Dear Valued Customers

Steward Bank would like to advise all stakeholders that a major system upgrade has been scheduled for **1 February 2021**. During the course of this upgrade, customers will experience intermittent service on various channels as they are being worked on. The channels listed below will be impacted and we will share more details on the times during which service will be impacted closer to the upgrade period. Please note that systems will be functioning normally up until 1 February.

- **Mobile Banking**
- **ZimSwitch**
- **Banking Services**
- **Online Banking**
- **\*210#**
- **\*236#**
- **POS Transactions**

Once the upgrade is complete customers can look forward to:

- ✓ **Seamless transactions on all banking platforms**
- ✓ **Improved service on all platforms**
- ✓ **Faster processing times of transactions**

The Bank will continue to provide necessary updates on the available official media channels. Thank you in anticipation of your patience and support as we embark on this exercise to make sure that we continue to offer you the best service. We sincerely apologise in advance for any inconvenience caused.

For any assistance, please contact our customer service teams on the following touchpoints:

Branch	Branch Email	Branch WhatsApp
Avondale	avondale@stewardbank.co.zw	0785392714
Borrowdale	Borrowdale.Platinum@stewardbank.co.zw	0776658600
Bulawayo	fife_street@stewardbank.co.zw	0775033936
Eastgate	eastgatebranch@stewardbank.co.zw	0786661001
Gweru	Gwerubranh@stewardbank.co.zw	0772197654
Joina	Joina@stewardbank.co.zw	0786567341
Masvingo	Masvingobranh@stewardbank.co.zw	0783264743
Mutare	Mutarebranch@stewardbank.co.zw	0786113043
Victoria Falls	victoriafalls@stewardbank.co.zw	0786796407

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