

Notice:

Planned System Upgrade

Dear Valued Customers,

To provide you with improved speed and service, we are continuing with work on our core banking system upgrade. We would like to inform you of this phase of the system upgrade as follows:

Banking services and transacting platforms that will be available during the period **Monday 29 March 2021 to 05 April 2021** via our digital platforms are listed below:






- *210# Kambudzi Banking
- Square Banking,
- VISA Mobile App
- Banking Services
- Online Banking
- POS

With effect from **Monday 29 March 2021 to 05 April 2021** the below in-branch, non-cash related services will not be available:

- Dura (FCA) Account Opening on *236#
- New account opening
- Account closures
- Customer and account.details amendments
- Card issuance for current accounts
- New loans and loan limit upgrades

The Bank will be accepting these requests, however, they will only be processed from **Tuesday, 6 April 2021** once the system upgrade has been completed.

We thank you for your patience and support as we embark on this exercise and sincerely apologise in advance for any inconvenience caused. Our customer service touch points will be available as follows:

 Toll Free	0808 8888
 Digital	*210# Internet Banking Square App Visa App Video Banking
 Email	customerservice@stewardbank.co.zw
 WhatsApp	+263 77 2 191 191
 Social Media	Steward Bank