



The ZB Impact

Issue 02

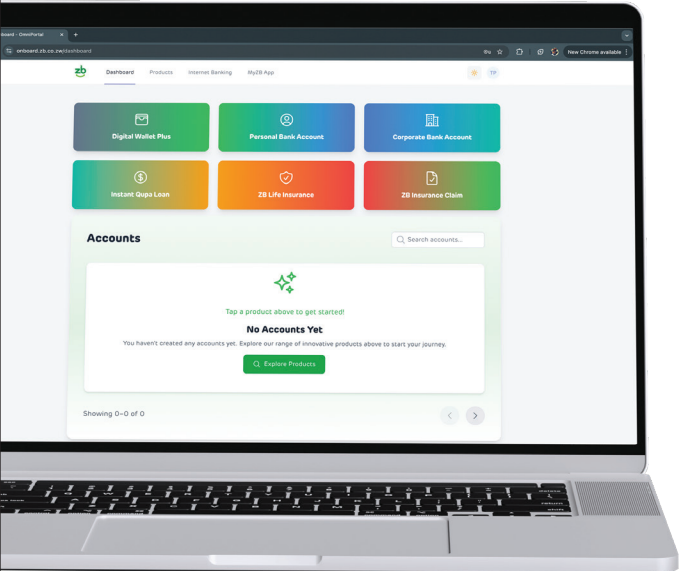
Sunday 20 April 2025

Introducing Digital Account Opening

You have spoken;
we have listened!

Now you can feel relieved when you want to open an account with us at ZB.

Simply log on to our website and you are good to go omn our direct link; <https://onboard.zb.co.zw/>.



How to open your account online

Follow these steps:

- 1Type <https://onboard.zb.co.zw/>
- 2Click Join Now
- 3To complete personal details select 'Minor' on the civil status. Click Next
- 4Complete Contact details and click Next
- 5Receive OTP on email and cellphone SMS and verify

- 6Take your selfie
- 7Upload National ID / Birth Certificate / Valid Passport
- 8Sign on a piece of paper and take a picture and upload it on the portal
- 9Click Verify
- 10Click Personal Bank Account
- 11Select account of your choice
- 12Select Service Centre of your Choice
- 13Click Next
- 14Click Next
- 15Complete your school details and click Next
- 16Complete Next of kin of details and click Next
- 17Upload Proof of Residence and click Review and Accept
- 18Accept Terms and Conditions
- 19Submit application
- 20Receive notification on SMS
- 21Log on to: <https://onboard.zb.co.zw/> dashboard to view your account number

We've listened to your feedback!
Introducing the MyZB Onboarding portal – your digital gateway to seamless financial solutions.

This secure and efficient self-onboarding portal simplifies access to our financial services, reduces our environmental footprint by minimising paperwork, and enhances virtual engagement, ensuring a smooth and inclusive experience for every

customer. This initiative reflects our commitment to sustainability and Environmental, Social, and Governance (ESG) principles.

What does MyZB Onboarding Offer?

The platform provides seamless access to a wide range of financial services, allowing both new and existing customers to:

- Open Individual and Corporate bank accounts
- Obtain Life Insurance products
- Open a ZB Wallet account
- File insurance claims
- Apply for instant loans
- Request international cards (VISA and Mastercard)
- Register for Internet Banking
- Apply for a local debit card

What are the key benefits of MyZB Onboarding?

1. Making you smile, Enhanced Customer Experience
 - Offers a seamless, fully digital onboarding process, reducing the need for in-person visits.
 - Available 24/7, allowing customers to access financial solutions at their convenience.
 - Improves accessibility for remote and diaspora customers, enabling financial inclusion.
2. Greater convenience, For You
 - We've taken the hassle out of opening an account by automating the paperwork and verification steps.
 - Get your account and services activated quickly, so you don't have to wait.
 - Enjoy a streamlined process with minimal forms and administration.
3. We Protect Your Data While Listening to You
 - We keep your data safe and secure, with access strictly limited to those who need it.
 - We analyse feedback to improve our services, make smarter choices, and offer you financial solutions designed just for you.

4. Experience a fresh approach to Financial Services

With MyZB Onboarding, customers can now experience a modern, seamless, and rewarding financial journey from account setup to future planning. This initiative reflects ZB's commitment to innovation, customer convenience and financial inclusivity.

So, why delay? Opening an account is now incredibly convenient and quicker than ever with MyZB Onboarding.

Discover the vast potential of our technology. We encourage you to try it and share your valuable feedback at brand@zb.co.zw or feedback@zb.co.zw.

