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Contents Page **Page 3** Customer appreciation **Page 4-5** Corporate social Responsibility **Page 6** Flagship promotion **Page 7** Prize sponsorship

POSB Newsletter Issue 6 | 2017/18

Editor's Note



It is heartening to look back at 2017 and note the many accomplishments made by the bank during that year. Highlights of 2017's first quarter included the successful launch and implementation of Global Money Week, an annual event spearheaded by POSB in Zimbabwe which aims to inspire children and youth to learn about money, saving, creating livelihoods, gaining employment and entrepreneurship. During this week, the bank also hosted students from eight universities in an energetic debating contest aired live on Star FM radio. Within the same quarter, the bank unveiled Women's Desk which is a suite/bouquet of products specifically designed for women across all segments of society and business.

In April of the second quarter, the bank launched the Bank on the Go promotion aimed at boosting customer registrations and usage of electronic channels. A subsequent 6 week inter-branch competition was held which generat-

ed a lot of hype and excitement among staff culminating with the Highglen branch scooping the much coveted first prize earning them a weekend outing in the cool Eastern highlands Leopard Rock resort. In May, the bank held its second Annual General meeting in Harare where the performance of the bank was hailed as a great success by all stakeholders following a clean bill of health from the Comptroller and Auditor General.

In the third quarter, August was a particularly eventful month with the bank officially launching its Mortgages and Property Development division at a colorful well attended breakfast ceremony in the capital. Additionally the bank organized the first ever POSB Fun Run as part of the Human Resources Department's annual Wellness Week program with the success of this initial Fun Run guaranteeing a second edition in 2018.

September saw a hosting of two well subscribed SME Development Fora in Harare and Bula-

wayo which were aimed at enhancing the POSB brand and creating awareness of POSB as a bank which offers products tailored to support SMEs. Also in the same quarter, the bank successfully held its 2nd Annual Corporate golf tournament which is a prestigious event aimed at increasing visibility of the POSB brand and creating a networking platform through which the bank can interact with its clients and stakeholders. The fourth quarter of 2017 proved to be just as eventful as the previous quarters. Similarly, the months of January and February 2018 also began on a fast paced note. **In this your 6th newsletter edition, featuring combined highlights from November 2017 to February 2018 it is our hope that you will find the content herein inspiring, informative and as much a joy to read as it was to compile. In closing, allow us to take this opportunity to wish you and your families a very wonderful and prosperous 2018.**

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POSB high value customer appreciation events 2017



POSB Chief Executive Officer, Admore Kandlela giving his official remarks at the Harare cocktail reception



Clients closely following proceedings at the Harare Customer Appreciation Cocktail Reception



General Manager Banking Operations, Hope Marere and guests listening to a musical interlude by Victor Kunonga

The year 2017 ended on an exciting note as we hosted two final events on our calendar. These events, namely a breakfast reception and a cocktail reception were aimed at celebrating our esteemed clients and stakeholders as we showed our appreciation for their patronage and their continued contribution towards the success of the bank over the years. Guests at both events were made up of clients from several departments of the bank specifically Esteem Banking, Treasury, Corporate and International Banking and lastly SME and Agribusiness Banking and notable stakeholders, the Board, management and staff members.

CUSTOMER APPRECIATION BREAKFAST BULAWAYO

The first of the two events was a vibrant early morning breakfast reception held at the Holiday Inn Bulawayo on the 6th of December 2017 which saw a remarkable turn out of invited guests who were received with gift bags upon their arrival. Marketing Officer, Dionne Mpofo commenced proceedings by welcoming guests to the reception which was the first of its kind to be held by the bank in Bulawayo. This was followed by heartfelt customer appreciation remarks which were made by the Bulawayo Branch Esteem Banking Manager, Feit Mawanza and the Regional Manager Sydney Chasekwa. Official remarks were then given by Marketing Manager, Lawrence Kupika in his

capacity as acting CEO. This marked the end of the reception's formalities after which guests and staff members were invited to network as they all enjoyed a mouthwatering buffet style breakfast. The breakfast reception was then concluded by Esteem Banking Manager, Keresiya Chifambi who gave the vote of thanks.

CUSTOMER APPRECIATION COCKTAIL HARARE

The Harare cocktail reception was an elaborate affair which took place on the 7th of December 2017 at the Harare Holiday Inn. Guests were treated to a red carpet welcome, goodie bags, great cocktails, fine food and scintillating live performances by Victor Kunonga who provided the entertainment for the evening. Corporate and Investment Banking Executive, Rangarirai Gwendere's opening remarks warmly welcomed guests to the cocktail reception. This was soon followed by customer appreciation sentiments which were expressed by Esteem Banking Manager, Keresiya Chifambi, Acting Treasury Manager Allan Machipisa and Account Manager Hardlife Shumba. Official remarks for the occasion were made by the Chief Executive Officer Admore Kandlela and at the very end of all reception formalities, the General Manager Banking Operations, Hope Marere gave the vote of thanks in which she wished the bank and its clients continued success into the future.



POSB executive, management and Bulawayo staff pose for a group photo after the breakfast reception



Bulawayo Regional Manager, Sydney Chasekwa giving his customer appreciation remarks



Esteem Banking Manager, Keresiya Chifambi giving her vote of thanks.

POSB successfully implements the lend a hand CSR programme

Lend a Hand



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From left, POSB Marketing Manager - Lawrence Kupika, Minister of Health and Child Welfare - Dr David Parirenyatwa, POSB Chief Executive Officer - Admore Kandlela and the Mashonaland East Provincial Medical Director - Dr Simukai Zizhou view donations at the official Lend a Hand presentation ceremony in Marondera



Chitungwiza Hospital CEO Dr O Moyo with POSB Legal Advisor D Mapimhidze presenting linen at Chitungwiza Hospital



Delegation of POSB staff volunteers led by HR executive Malven Kujeke presenting linen at Harare Central Hospital



Public Relations Manager Simukayi Mutangira and staff volunteers presenting donations at Ekhumeleni Old People's Home.

INTRODUCTION

As part of POSB's Corporate Social Responsibility thrust, the bank emphasizes two broad focus areas namely Health and Philanthropy and Financial Education and Literacy. In pursuit of these CSR goals, POSB embarked on several milestone initiatives during 2017 with a view to sustainably assist communities and improve the lives of the socially and economically vulnerable segments within the areas that the Bank exists. Among these initiatives was the 'Lend a Hand' program which saw the bank identifying and responding to the plight of healthcare institutions and care homes around the country which are in need of support to help them in their critical role of caring for patients and residents.



Delegation of POSB staff volunteers led by Head Mortgages and Property Development Manager Austen Ratsauka presenting linen at Masvingo



POSB staff volunteers led by Banking Operations Manager Jackson Dambuka presenting linen at Mutare General Hospital



Delegation of POSB staff volunteers led by Information Technology Executive Loice Ngulube presenting linen at Mpilo General hospital



POSB staff volunteers led by General Manager Risk Wilbert Fungura, presenting linen at Chinhoyi Provincial Hospital



General Manager Finance and Administration Garainashe Changunda and staff volunteers presenting linen at Bindura Provincial Hospital

SUPPORT FOR HEALTH INSTITUTIONS

NATIONWIDE PROGRAM REACH

POSB support for health institutions under the Lend a Hand programme culminated in the donation of bed linen (sheets and pillowcases) on the 13th of November 2017 to healthcare institutions around the country. Beneficiary institutions included Harare Hospital, Parirenyatwa Hospital, Chitungwiza Hospital, Mpilo Hospital, Bindura Provincial Hospital, Marondera Provincial Hospital, Chinhoyi Provincial Hospital, Mutare General Hospital, Gweru General Hospital, Masvingo Provincial Hospital, Lupane Provincial Hospital, Gwanda Provincial Hospital.

Beneficiary hospitals and homes we gave a hand.

1. Harare Central Hospital
2. Parirenyatwa Hospital
3. Chitungwiza Hospital
4. Mpilo Hospital
5. Bindura Provincial Hospital
6. Marondera Provincial Hospital
7. Chinhoyi Provincial Hospital
8. Mutare General Hospital
9. Gweru Provincial Hospital
10. Masvingo Provincial Hospital
11. Lupane Provincial Hospital
12. Gwanda Provincial Hospital
13. Bumhuzdo People's Home
14. Mathew Rusike's Children's Home
15. Ekhupumuleni Old people's Home
16. Thembiso Children's Home

SIMULTANEOUS HANDOVER CEREMONIES

Simultaneous handover ceremonies were held at the beneficiary institutions across the country with provincial medical directors and hospital chief executive officers representing the Ministry of Health and Child Welfare at each institution. The official flagship handover ceremony was held at Marondera Provincial Hospital where the Minister of Health and Child Welfare Honorable Dr David Parirenyatwa officiated as Guest of Honor. In his key note address, the Minister said that the corporate social responsibility initiative on the part of POSB clearly demonstrates the bank's desire to join hands with government in addressing national issues that relate to the provision of key essential services such as health. He further added that the gesture also reflected the good corporate citizenship that the bank has embraced in order to address current challenges being faced. The Minister then lauded POSB and urged the bank to continue supporting the health sector into the future.



Delegation of POSB staff volunteers led by Internal Audit Manager Izasi Mukonyerwa presenting linen at St Luke's Hospital.



Gweru staff volunteers Richard Minzi and Modester Hungwe presenting linen at Gweru Provincial Hospital.



Company Secretary and Legal advisor Dorothy Mapimhidze and a team of staff volunteers presenting donations to Bumhuzdo Old People's Home.



FLAGSHIP PROMOTION

On the 1st of November 2017, the bank launched its first ever all-encompassing flagship promotion named the POSB Bank and Win on The Go Promotion which ran for a period of two and a half months ending on the 15th of January 2018. The five main objectives of the promotion included growing average account balances during the promotion period, driving growth in new accounts opened, increasing the average monthly electronic channel sign ups, promoting usage of the same electronic channels and the fifth and final objective being to grow the number of active e- channel users monthly.

BANK AND WIN ON THE GO PROMOTION MONTHLY DRAWS

All promotion draws were conducted in the presence of clients, staff and external auditors. As per promotion rules, two monthly draws were held for the months of November and December 2017 at Causeway branch with the first draw being held on the 15th of December 2017 and the second draw on the 12th of January 2018. These draws saw a total of 200 lucky customers winning prize money of \$50.00 each which was deposited into their accounts and also automatic entry into the grand draw. To make the draws even more exciting, clients present in the branch during the draws were invited to witness the events and were also given the opportunity to win instant prizes upon correctly answering questions about the promotion and the bank.

BANK AND WIN ON THE GO PROMOTION GRAND DRAW HELD AT NELSON MANDELA BRANCH

The final draw for the promotion was held on the 2nd of February 2018 at the Nelson Mandela branch. This highly anticipated event generated a lot of interest from the witnessing audience who all hoped to be part of the 111 winners who won the exciting grand draw prizes which included bicycles, smartphones, deep freezers, stoves and a grand prize of a fully serviced residential stand.

BANK AND WIN ON THE GO HANDOVER CEREMONY

Subsequent to the grand draw, a prize handover ceremony for the promotion took place on Saturday the 10th of February 2018 at the

Highglen shopping centre car park in Harare.



POSB Chief Executive Officer, Admore Kandlela presenting prizes to the winners

The promotion's winners who had travelled from far and wide could barely contain their joy as they were presented with the grand prizes by the Chief Executive Officer, Admore Kandlela who was assisted by the General Manager Banking Operations, Hope Marere and Marketing Manager, Lawrence Kupika.



Exuberant client dancing after receiving his prize

Several winners expressed their gratitude as they received their prizes with some even giving their

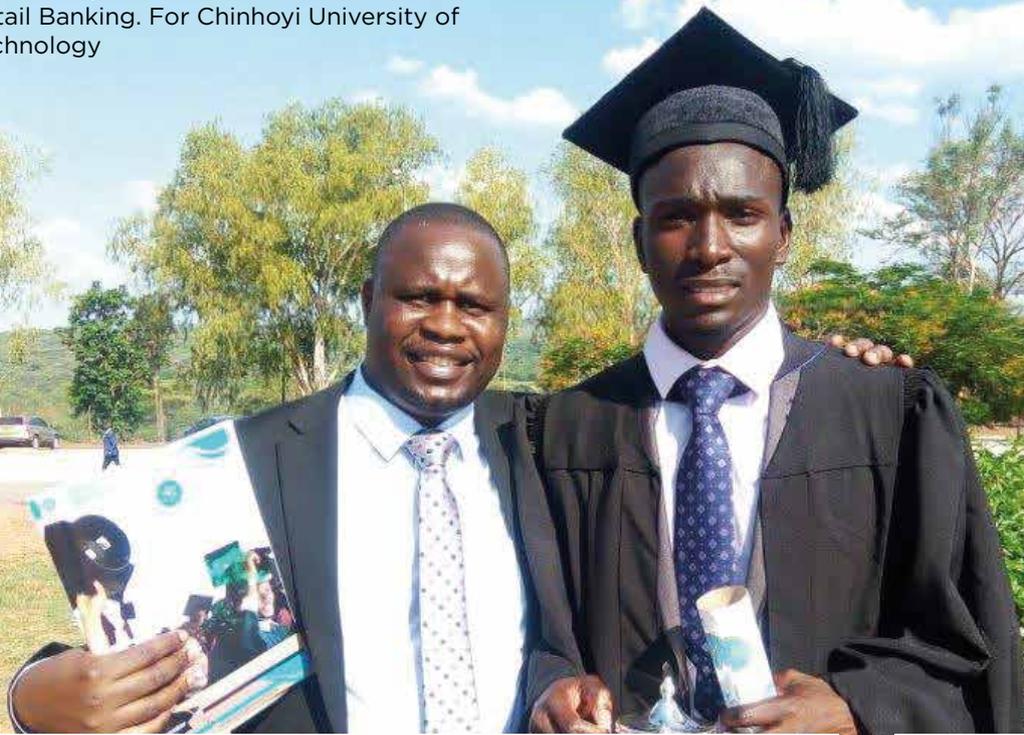
testimonials on a live StarFM radio crossover during the event in which they emphasized that POSB was their bank of choice. The grand prize winner, Hapson Mazendame who travelled specifically from the diaspora to attend the event, commented in his acceptance speech that POSB is a good bank amongst other banks and that POSB had been his bank since 1989 and it would continue to be his bank till the end'.

Despite persistent rain showers which fell during the entire weekend, friends and family members determinedly made their way to the ceremony in a show of support for the winners. As the event wore on, an enthusiastic crowd comprised of Highglen shopping centre patrons and residents of the Highglen and Budiriro suburbs gathered to curiously watch the proceedings. Staff members from the Highglen branch and Kopje branch seized the opportunity to directly market to these individuals, facilitate account openings and activations onto POSB electronic channels.



Customer sign ups in progress

CUT: Milonje Willard Tafadzwa Best student in Retail Banking. For Chinhoyi University of Technology



MSU: The 2017 Best Student in Banking and Finance was Prosper Chirume.



BUSE: Adrian Tafadzwa Goshu. Best student in the Department Of Banking and Finance.



NUST : Venancio Mashoko holding his POSB bank card and the POSB floating trophy

POSB SPONSORS THE BEST STUDENTS AT STATE UNIVERSITIES 2017 GRADUATION CEREMONIES

As part of the POSB's ongoing CSR university sponsorship program, the bank sponsored prizes to several students who excelled in Banking and Finance and Retail Banking degree programs.

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY GRADUATION CEREMONY

POSB sponsored 2 best Banking and Finance students at the National University of Science and technology (NUST) graduation ceremony which was held on the 3rd of November 2017. The students, Venancio Mashoko and Courage Mutero each received a floating trophy and prize money of \$250. The graduation ceremony was attended by the Chief Executive Officer, Admore Kandlela and

Haylet House branch manager Siphatisiwe Moyo.

MIDLANDS STATE UNIVERSITY GRADUATION CEREMONY

Midlands State University (MSU) hosted its 2017 graduation ceremony on the 2nd of December. The bank proudly sponsored a floating trophy and \$250 prize money to 2017's best student in Banking and Finance, Prosper Chirume. The Regional manager Sydney Chasekwa and Gweru branch manager Richard Minzi represented the bank at the graduation ceremony.

CHINHOYI UNIVERSITY OF TECHNOLOGY GRADUATION CEREMONY

At the Chinhoyi University of Technology (CUT) graduation ceremony, POSB sponsored the

best student in Retail Banking. The recipient, Milonje Willard Tafadzwa also walked away with a POSB floating trophy and \$250 prize money. The event was held on the 1st of December 2017 and POSB was represented by Chinhoyi branch supervisor Tawanda Musekwa.

BINDURA UNIVERSITY OF SCIENCE EDUCATION GRADUATION CEREMONY

On the 26th of October 2017, Bindura University of Science Education hosted its annual graduation ceremony, where POSB sponsored a floating trophy and \$250 prize money for the best student in Banking and Finance, Adrian Tafadzwa Goshu. Bindura Branch manager Lloyd Musatukana attended the ceremony on behalf of the bank.