

SERVICE CHARTER



WHO WE ARE?

POSB is a financial institution established in 1904 as a statutory fund to mobilize savings for national development. The Bank derives its mandate from the People's Own Savings Bank Act [Chapter 24:22] of 1999 as follows;

- Accept deposits repayable with interest,
- Provide banking and financial services for the people of Zimbabwe,
- Encourage saving by the people of Zimbabwe,
- Grant loans and advances to the people of Zimbabwe.

OUR VISION

To be the leading provider of sustainable and impactful financial services in a transforming Zimbabwe.

OUR MISSION

To provide simple, responsive, innovative and inclusive financial solutions through modern technologies and motivated employees.

OUR VALUES

Teamwork | Innovation | Responsiveness | Integrity

OUR SERVICE PLEDGE

**Courtesy | Respect | Timely and Reliable Service | Accurate Information
Quick & Easy Access To services | Treatment Of Information With Confidentiality
Fairness/Equality | Consistent Service Delivery**

OUR RESPONSE TO YOU

- Telephone - We promise to answer your call within the first 3 rings.
- In person - Our frontline staff are always available to assist you during the stipulated working hours.
- Written - All enquiries will be formally acknowledged and responded to in a timely manner.
- Social media - All queries and enquiries sent through our various social media platforms will also be acknowledged and responded to timeously.

HOW YOU CAN HELP

- To treat our employees with respect.
- To treat other customers with respect.
- To work with us to find long lasting solutions.
- To provide accurate and complete information when communicating with us.
- To provide constructive feedback both positive and negative.
- To respect the community in which we live and the rights of all customers

STRIKING THE RIGHT BALANCE

We value your feedback with regards to the Bank. This includes areas in which we excel and those we can improve. Your concerns are important to us and by sharing them, you help us address issues expeditiously, and prevent recurrence of the same. We endeavour to resolve all queries in a timely manner; however, instances may arise when detailed investigations are required. Should this be the case, we promise to keep you apprised of our progress as we work together to resolve your concerns.

WHERE TO FIND US