

## Notice to Our Clients and All Stakeholders: Update in Response to COVID-19

Faced with the continued uncertainty brought about by the Coronavirus (COVID-19), the IDBZ, as highlighted in prior communications, remains committed to delivering timely and quality service.

### Your safety is our priority

We care about everyone's safety and are actively following the latest guidance from the Ministry of Health and Child Care.

### Making it easier and safer to transact and conduct business remotely

In keeping with the recommendation on social distancing, we urge you to use our online and mobile banking options as well as the EcoCash platform for payments (**Bill code 68857**). We are aware that this might mean processing of payments may be slightly delayed as the Bank is operating with skeletal staff and drastically reduced working hours (9h -11h30). However, we are doing our best to eliminate any avoidable delays in transaction processing.

For any enquiries or communication, please send your emails to: [enquiries@idbz.co.zw](mailto:enquiries@idbz.co.zw).

In addition, our professionals shall remain available on their individual IDBZ **emails, phone, online meetings and video conferencing** to continue to serve you.

Everyone is at risk of infection. It is important to practice the necessary hygiene measures, and to adhere to the advice given by authorities and healthcare practitioners.

We wish you, your families and your teams, good health.

For and on behalf of the IDBZ,



**Zondo T. Sakala**  
Chief Executive Officer

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