National Financial Inclusion Strategy II Expected Outcomes

Financial Deepening through increased uptake and usage of quality customer-centric financial products and innovative distribution channels to meet life cycle financial needs on a sustainable basis.

Improved Livelihoods and Financial Capability of the target segments through sustainable usage of financial services & a combination of knowledge,skills, attitudes and confidence to make sound financial decisions.

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RESERVE BANK OF ZIMBABWE

Financial Inclusion in Zimbabwe

From Access to Usage; Leaving no one and no place behind

Financial Inclusion is the effective and informed use of a wide range of: quality, affordable, & accessible financial services by all Zimbabweans. This should be on a sustainable basis, provided in a fair and transparent manner through formal or regulated entities.

WHY DO WE NEED FINANCIAL INCLUSION IN ZIMBABWE?

- Zimbabwe, like many other African countries, was historically characterised by the enclave development model which excludes the majority of the people,

- BUT NOW Zimbabwe is transforming into the broad-based, inclusive and sustainable development model, LEAVING NO ONE BEHIND!

  Financial Inclusion is a key strategy in this socio-economic transformation process!

  MSMEs, for example, contribute around 60% to the country's GDP!

THE ACCESS TO USAGE JOURNEY, 2016 - 2026

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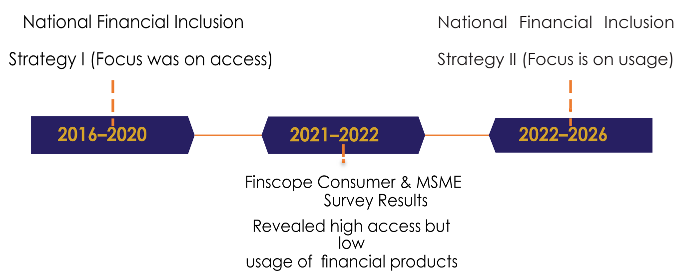
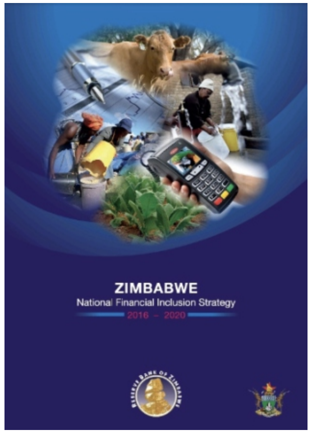
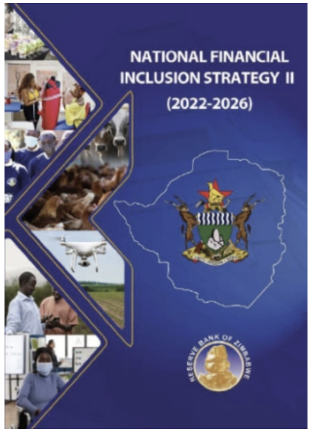
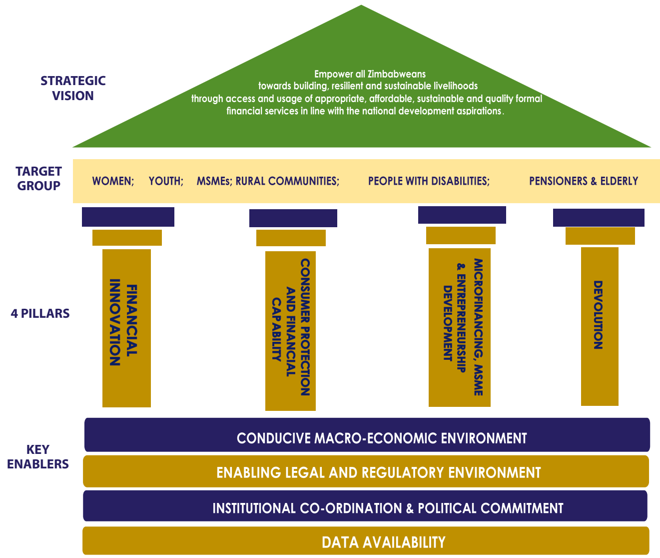






NATIONAL FINANCIAL INCLUSION STRATEGY II (2022-2026) FRAMEWORK



FINANCIAL INCLUSION INITIATIVES

INITIATIVES TO ENHANCE ACCESS TO FINANCIAL SERVICES

- Facilitate innovative technologies in banking and payments systems(Fintech Regulatory Sandbox) – bridge to innovation.

- Registered Women's Bank (ZWMB) & Empower (Youth) Bank.
- Mobile money interoperability.
- Credit Registry.
- Collateral Registry.
- Low KYC Accounts; etc.
- SME Desks & Women's Desks in Financial institutions.

INITIATIVES TO ENHANCE USAGE OF FINANCIAL SERVICES

- Credit Guarantee Scheme
- Issued a Consumer Protection Framework in 2017.
- Monitor bank charges - measures to lower charges announced in the 2025 Monetary Policy Statement ie
  I) accounts with a balance less than US$100.00 or ZiG equivalent are now exempt from bank charges.
  ii) Point of Sale (POS) transactions for amounts less than US$5 or its equivalent in ZiG are also exempted from transaction charges.
- Financial Literacy Programs.