



**THIRD QUARTER ENDING 31 DECEMBER
2020 HIGHLIGHTS REPORT**

NATIONAL PAYMENT SYSTEMS

JANUARY 2021

1. OVERVIEW

1.1 The value of transactions processed through the National Payment Systems in the last quarter ending 30 December 2020 increased by 54% to ZWL\$1.13 trillion from ZWL\$738.02 billion recorded in the previous quarter ending 30 September 2020. Notably volumes also increased by 11% to 473.3 million from 426.6 million during the same period.

1.2 The Table 1 below provides the statistical information on various payment streams for the last three quarters ending 31 December 2020:

Table 1: Consolidated Transactional Activities

| PAYMENT STREAM | SECOND QUARTER ENDING 30 JUNE 2020 | THIRD QUARTER ENDING 30 SEPTEMBER 2020 | FINAL QUARTER ENDING 31 DECEMBER 2020 | CHANGE FROM LAST QUARTER | PROPORTION |
|-----------------------|------------------------------------|--|---------------------------------------|--------------------------|----------------|
| VALUES IN RTGS | | | | | |
| RTGS | 198,107,884,927.83 | 473,957,330,628.96 | 737,756,238,447.43 | 56% | 65.07% |
| CASH | 6,079,094,929.21 | 20,222,810,786.03 | 20,598,892,776.98 | 2% | 1.82% |
| CHEQUE | 1,306.78 | 2,715.00 | 0.00 | -100% | 0.00% |
| POS | 21,944,109,146.08 | 47,945,513,422.40 | 76,480,008,204.99 | 60% | 6.75% |
| ATMS | 958,117,660.17 | 4,539,217,956.84 | 6,250,170,014.45 | 38% | 0.55% |
| MOBILE | 69,193,733,534.31 | 79,691,825,208.41 | 124,649,687,467.06 | 56% | 10.99% |
| INTERNET | 56,917,350,874.05 | 111,663,087,103.61 | 168,106,459,285.55 | 51% | 14.83% |
| TOTAL | 353,200,292,378.44 | 738,019,787,821.27 | 1,133,841,456,196.46 | 54% | 100.00% |
| VOLUMES | | | | | |
| RTGS | 2,096,942 | 2,619,680 | 3,061,455 | 17% | 0.65% |
| CASH | 1,934,972 | 2,406,903 | 1,583,403 | -34% | 0.33% |
| CHEQUE | 0 | 6 | 0 | -100% | 0.00% |
| POS | 40,168,920 | 44,846,879 | 56,127,583 | 25% | 11.86% |
| ATMs | 556,836 | 809,389 | 1,281,858 | 58% | 0.27% |
| MOBILE | 417,650,402 | 373,637,052 | 408,981,167 | 9% | 86.40% |
| INTERNET | 3,093,717 | 2,277,122 | 2,311,470 | 2% | 0.49% |
| TOTAL | 465,501,789 | 426,597,031 | 473,346,936 | 11% | 100.00% |

- In view of the need to comply with the COVID-19 pandemic measures, the Cheque instrument has not attracted users due to its high human contact coupled with manual processes. However, it remains available for use in the economy.

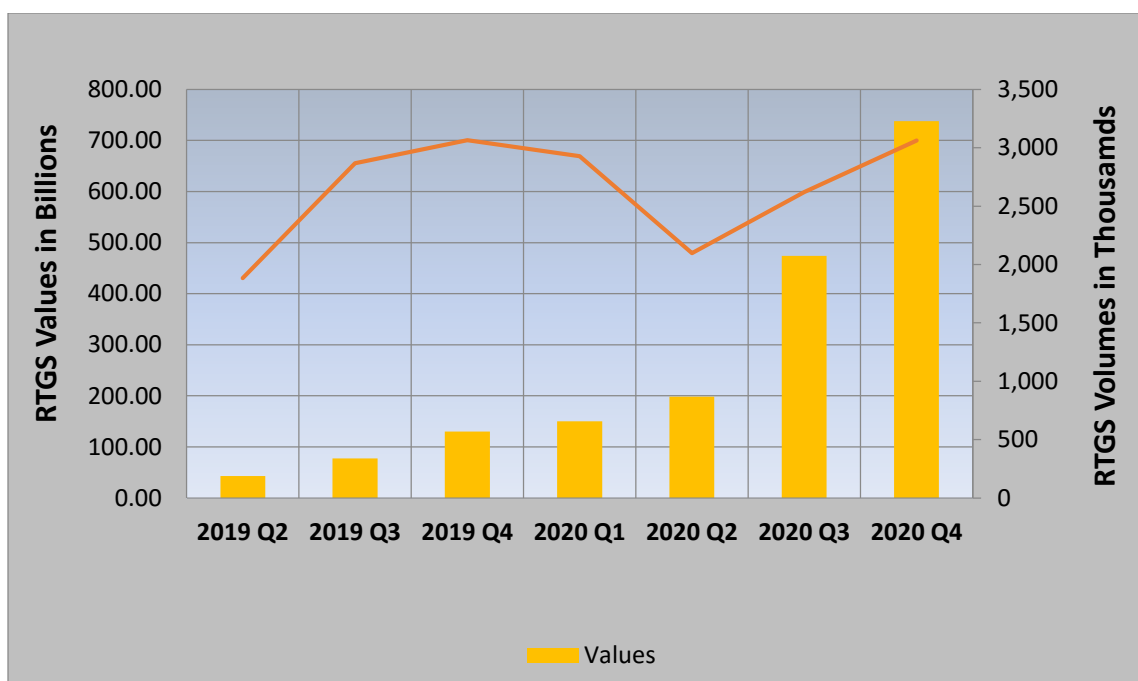
1.3 Notably all reported payment streams recorded increases in values. However, in volumes terms only mobile and internet recorded decreases for the quarter ending 30 September 2020.

2 LARGE VALUE PAYMENTS

**Real Time Gross Settlement System(RTGS)*

2.1 The value of transactions processed through the RTGS system increased by 56% to ZWL\$737.76 billion for the third quarter ending 31 December 2020 compared to previous quarter while the volume increase of 17% to 3.06 million in the same period as shown in Figure 1 below.

Figure 1: Values and Volumes of RTGS Transactions



* *Real Time Gross Settlement System (RTGS) is the Zimbabwe Electronic Transfer and Settlement System(ZETSS)*

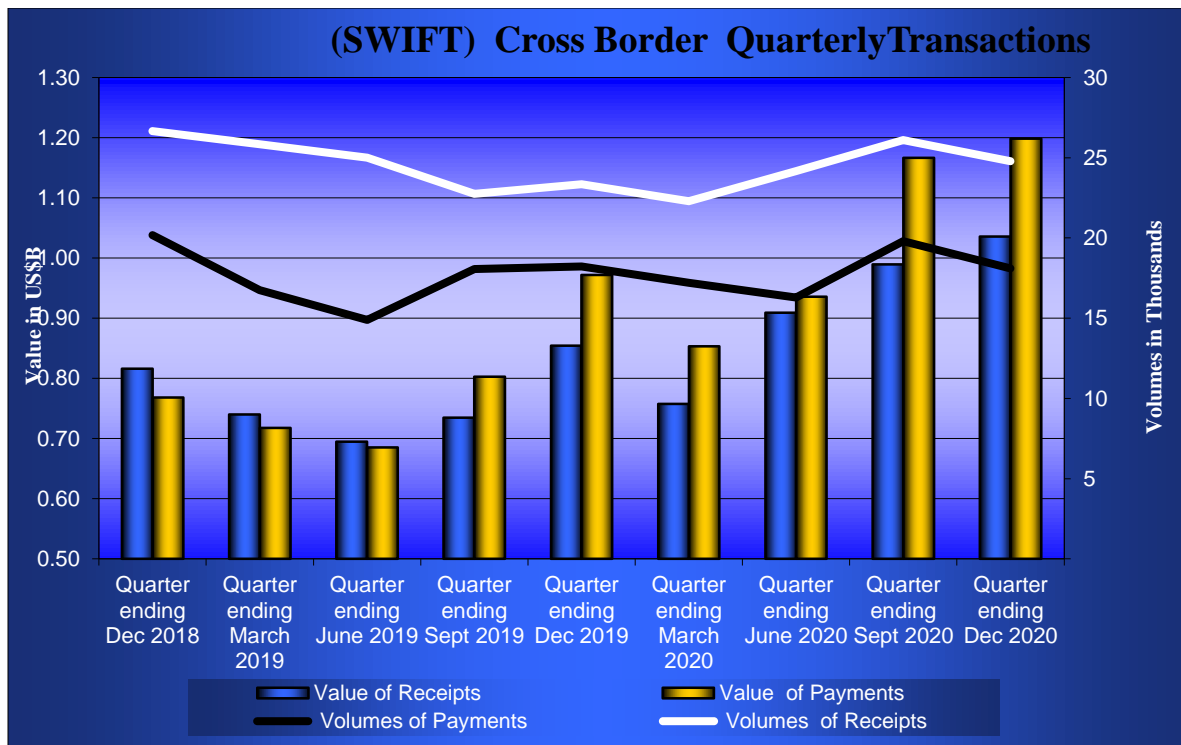
SWIFT Foreign Currency Transactions....

2.2 SWIFT foreign currency payments increased by 3% to \$1.2 billion for the period under review from \$1.167 billion in the previous quarter ending 30 September 2020. During the same period, SWIFT foreign currency receipts increased by 5% to \$1.035 billion as shown in Figure 2 below.

2.3 The net foreign currency outflow amounted to \$163 million in the third Quarter ending 31 December 2020 from a net outflow of \$177.4 million recorded in the third Quarter.

2.4 Trends in the quarterly transactions are as shown in Figure 2 below.

Figure 2: SWIFT Quarterly Foreign Currency Transactions

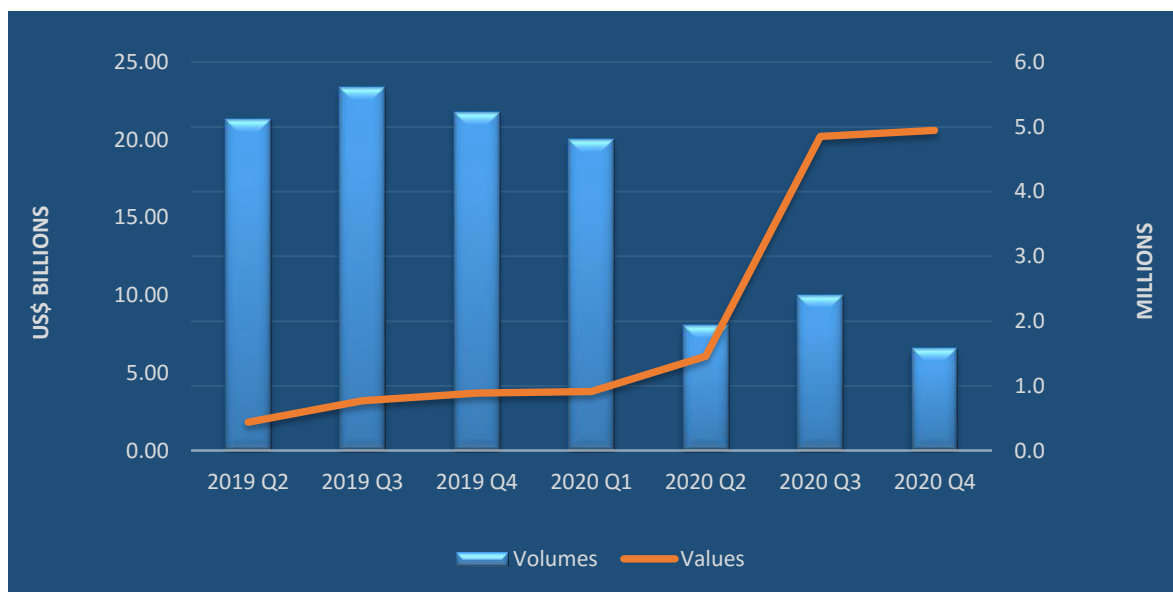


3 CASH

Over the Counter Cash Withdrawals....

3.1 The value of cash withdrawals increased by 2% from ZWL\$20.22 billion in the quarter ending 30 September 2020 to ZWL\$20.6 billion recorded in quarter ending 31 December 2020. The corresponding volumes decreased by 44% to 1.58 million as shown in figure 3 below.

Figure 3: Over the Counter Cash Withdrawals from Quarter Ending June 2019 to December 2020



4 RETAIL PAYMENTS....

4.1 Figures 4 and 5 below show the trend in the aggregate values and volumes of retail transactions from quarter ending 30 June 2020 to quarter ending 30 December 2020.

4.2 The aggregate values of retail transactions increased by 50% to ZW\$396.09 billion in the period under review from ZW\$264.06 billion recorded in the third quarter ended September 2020. The retail volumes also increased by 11% to 470.29 million during the last quarter of 2020 as compared to the previous quarter. The Figure 4 below shows the respective retail payment streams trend.

Figure 4: Retail Transaction Values from June 2019 to December 2020

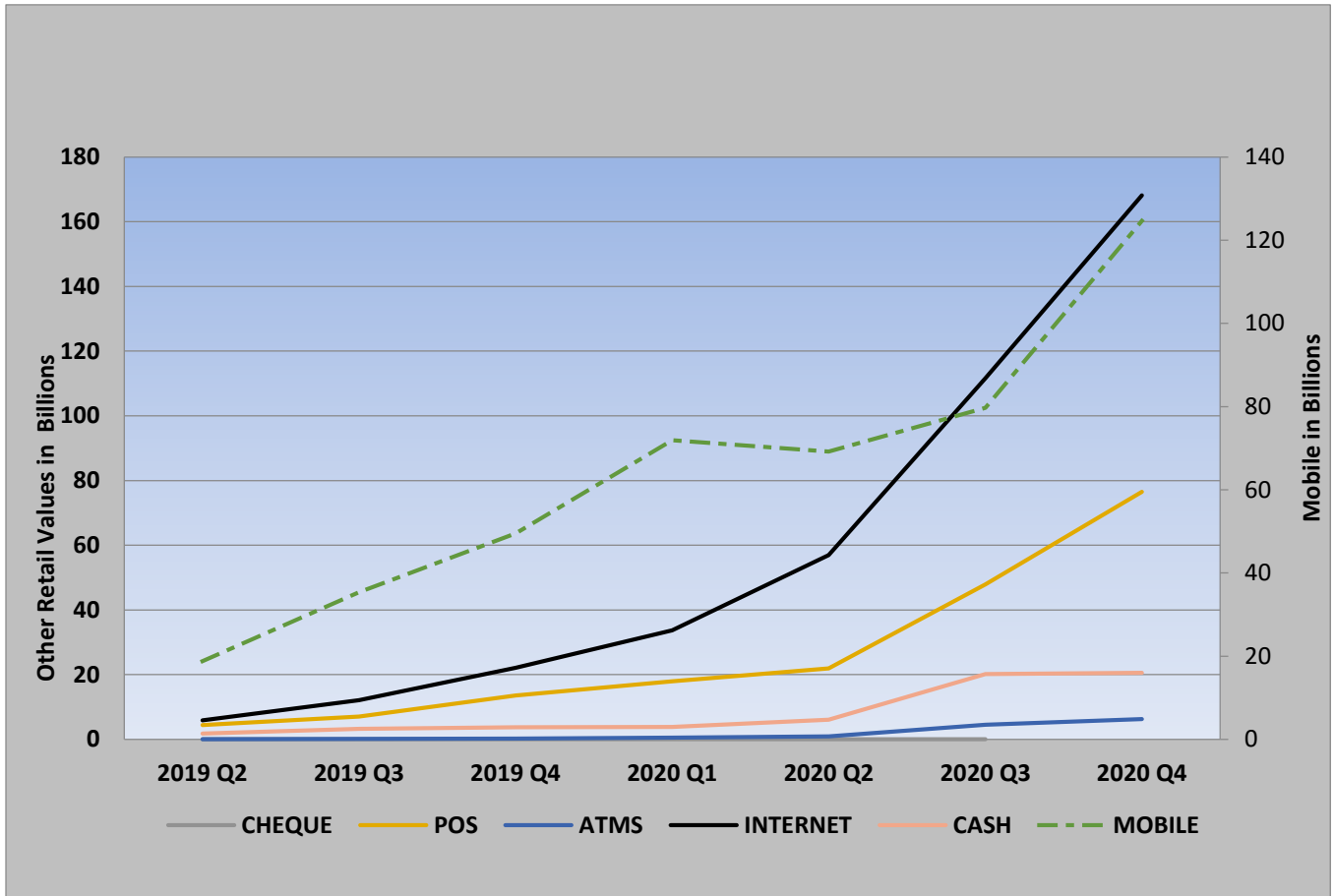
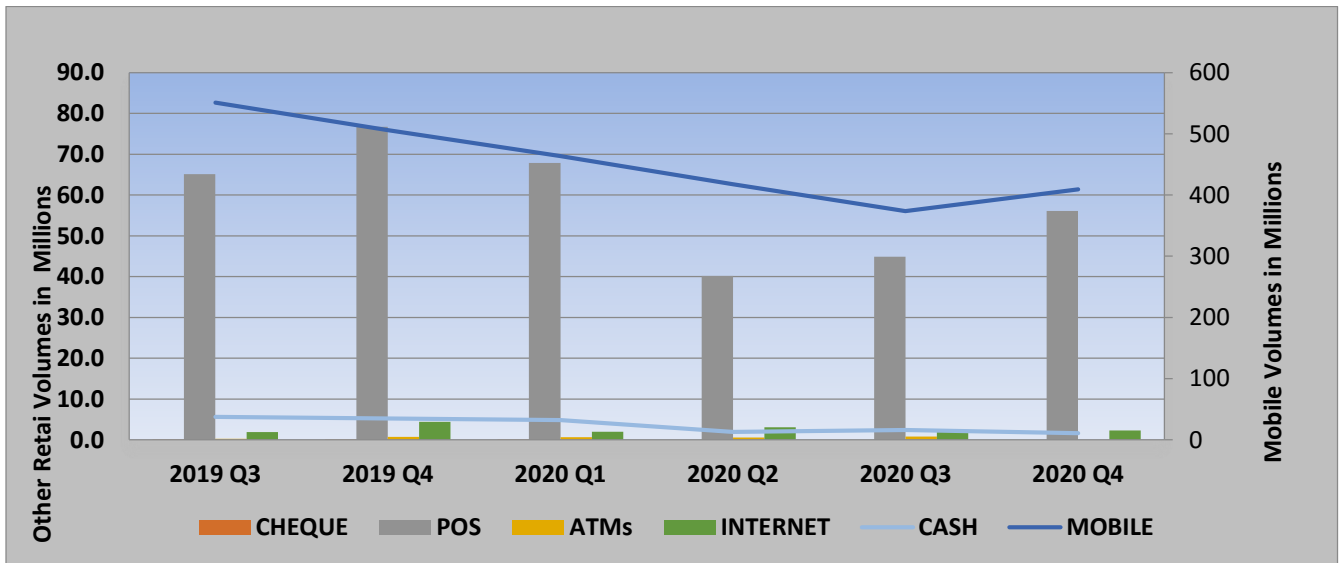


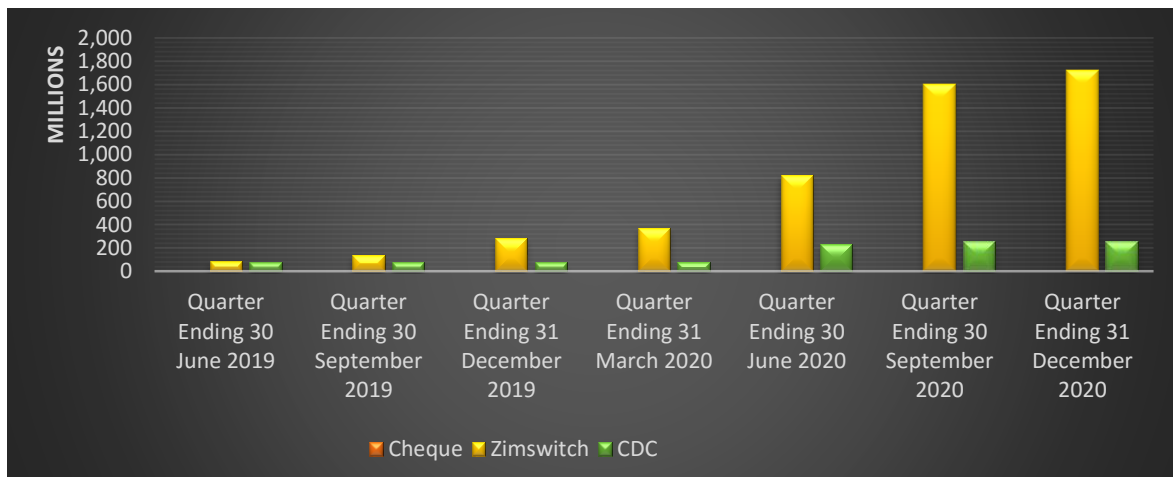
Figure 5: Retail Transaction Volumes from June 2019 to December 2020:



5 COLLATERAL....

- 5.1 The local collateral figure comprises of Cheque, retail payments and central securities depository settlement systems.
- 5.2 The value of collateral increased to ZW\$1.986 billion in the fourth Quarter ending 31 December 2020 from ZW\$1.99 billion recorded in the previous quarter as shown in Figure 6 below.

Figure 6: Collateral Amounts from June 2019 to December 2020



6 Access Points and Devices....

- 6.1 Table 2 below shows the access points and devices from the quarter ending 30 June 2019 to the quarter ending 31 December 2020.

Table 2: Payment Systems Access Points and Devices

| PAYMENT SYSTEMS ACCESS POINTS | | | | | | | |
|---------------------------------------|---------------------------------|--------------------------------------|-------------------------------------|----------------------------------|---------------------------------|--------------------------------------|-------------------------------------|
| | Quarter ending June 2019 | Quarter ending September 2019 | Quarter ending December 2019 | Quarter ending March 2020 | Quarter ending June 2020 | Quarter ending September 2020 | Quarter ending December 2020 |
| Mobile Banking Merchants | 51,415 | 55,404 | 59,219 | 71,054 | 73,281 | 52,065 | 52,065 |
| ATMs | 548 | 548 | 542 | 537 | 537 | 527 | 532 |
| Point of Sale (POS) | 112,523 | 118,044 | 121,413 | 122,138 | 126,696 | 128,896 | 125,277 |
| PAYMENT SYSTEMS ACCESS DEVICES | | | | | | | |
| Debit Cards | 4,762,042 | 4,770,618 | 5,625,031 | 5,421,991 | 5,837,878 | 5,989,282 | 5,675,458 |
| Credit Cards | 17,625 | 17,845 | 18,089 | 18,060 | 17,431 | 16,595 | 17,093 |
| Prepaid Cards | 93,277 | 119,633 | 99,278 | 116,143 | 120,433 | 112,154 | 124,210 |
| Mobile Banking Subscribers | 6,095,412 | 6,317,385 | 6,543,758 | 5,394,816 | 5,307,515 | 4,261,048 | 5,201,677 |
| Internet Banking Subscribers | 382,203 | 378,056 | 415,901 | 360,850 | 410,724 | 427,993 | 447,033 |

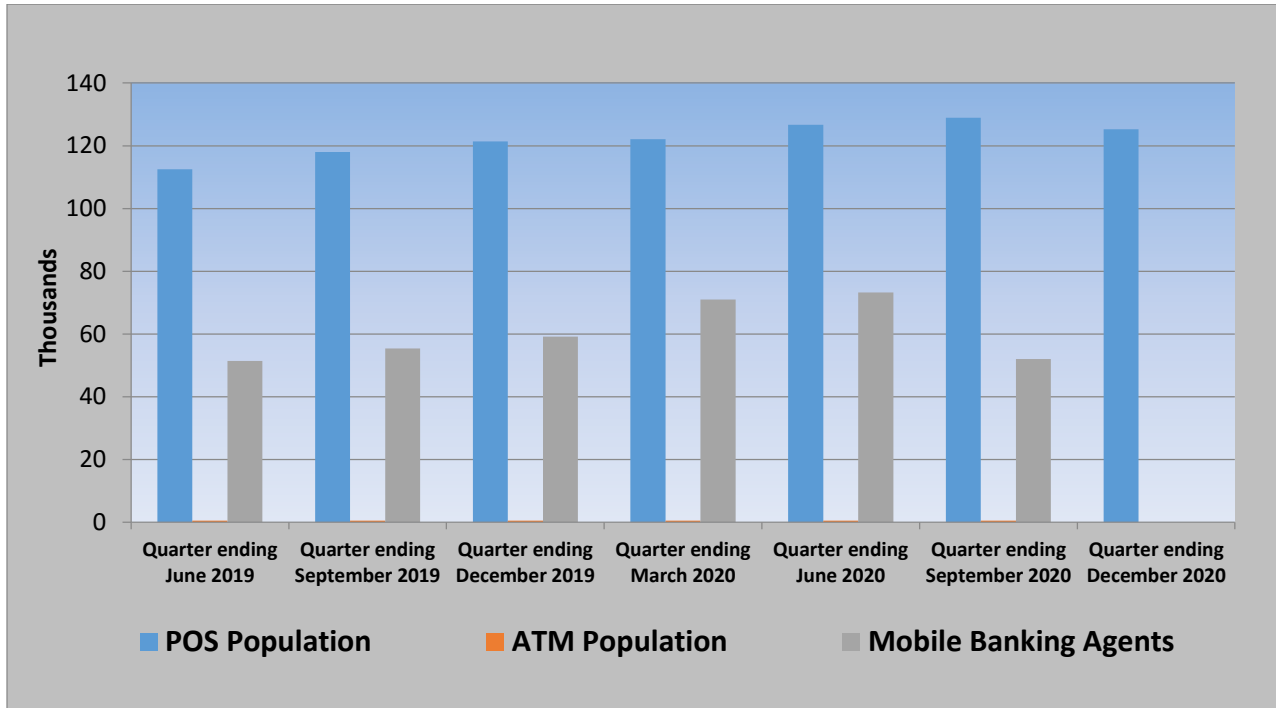
6.2 The mobile banking agents were directed to discontinue operations in the last decreased last quarter ending 31 December 2020. However, approved merchants remained operational.

6.3 POS population decreased to 125,277 from 128,896 in line with the promotion of electronic means of payment and the ATM population increased to 532 from 527.

6.3.1 There were 5.2 million active mobile financial services subscribers registered in the period under review from 4.261 million registered subscribers recorded in the previous quarter ending 30 September 2020.

6.3.2 Figure 7 below shows the number of Access Points whilst Figures 8 and 9 show the number of access devices.

Figure 7: Payment Access Points from Quarter Ending June 2019 to December 2020



Figures 8: Payment Access Devices from June 2019 to December 2020

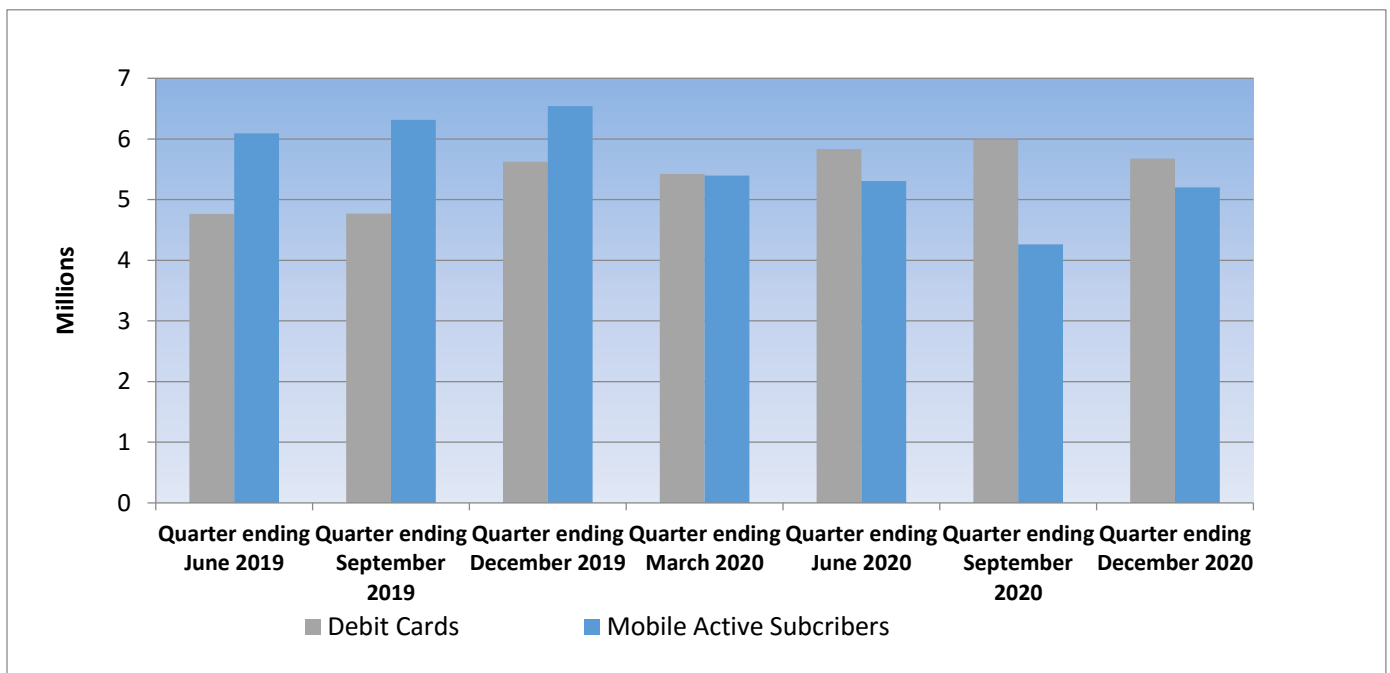
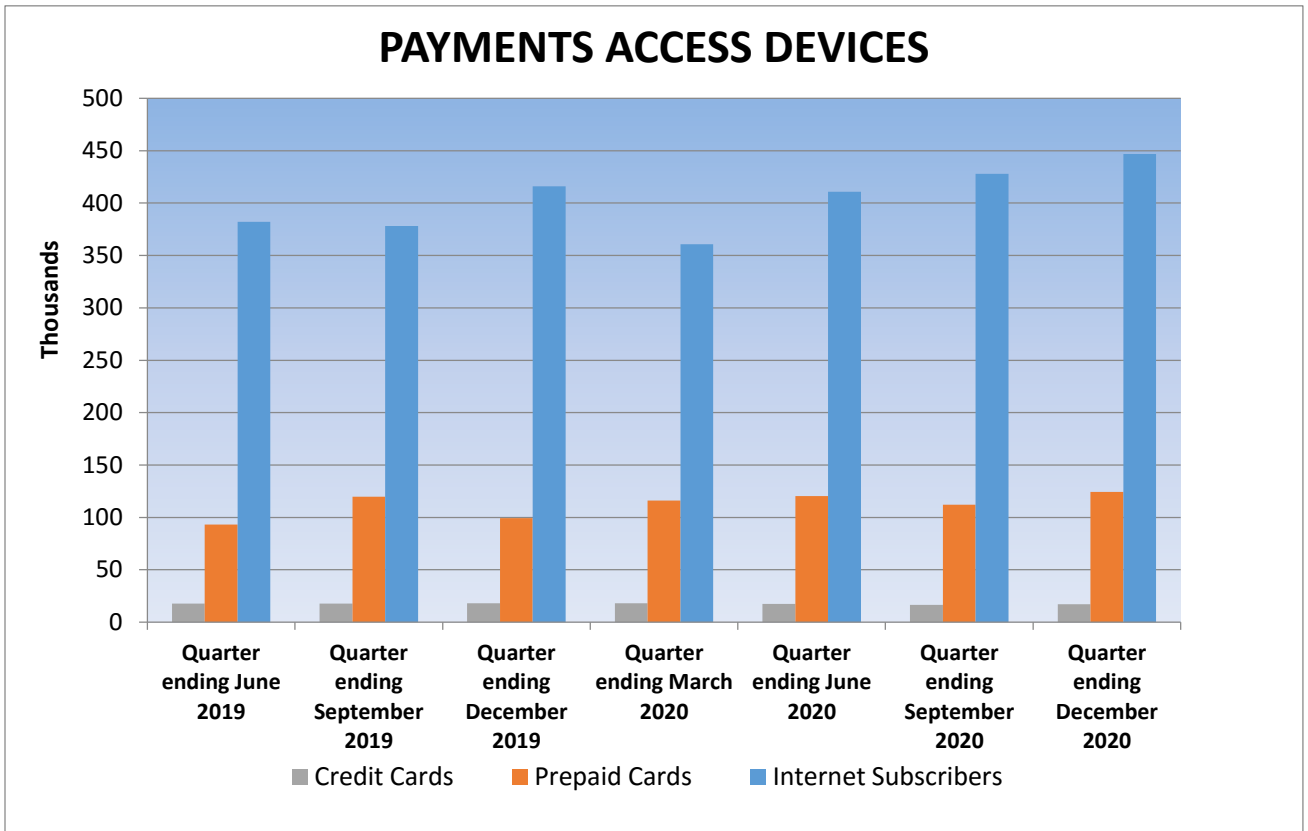


Figure 9: Access Devices (Cont.)



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**National Payment Systems Department
20 January 2021**