

# Digital Government Africa

## Panel Discussion

4<sup>th</sup> October 2023

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Chief Risk Officer

# Zanaco: Who we are



**Our Vision**

to be Zambia's leading, admired, preferred and innovative universal and top transaction financial institution

**Our Mission**

to be top of mind universal top transaction financial institution for all segments, while delivering excellent financial services efficiently

Our journey has seen several milestones achieved

First ATM in Zambia 1992	First online operations in branch 1999	Xapit Mobile Banking launched 2008	Introduced Agency Banking partnering with Zampost 2011
Launch of mobile app 2017	Zeewallet, Agripay & QRCode 2019	First Zambian Bank at COP (26) 2021	GCF Accreditation 2022

**1969**  
Founded

Zanaco was established by the Government Republic of Zambia to service the financial needs of the Zambian economy. offering a universal set of transactional, lending, investment and insurance products and services. Zanaco was privatized in 2007

**1,216**  
Employees

**> 4M**  
Registered Accounts

**62**  
Branches/Agencies

**192**  
ATMs

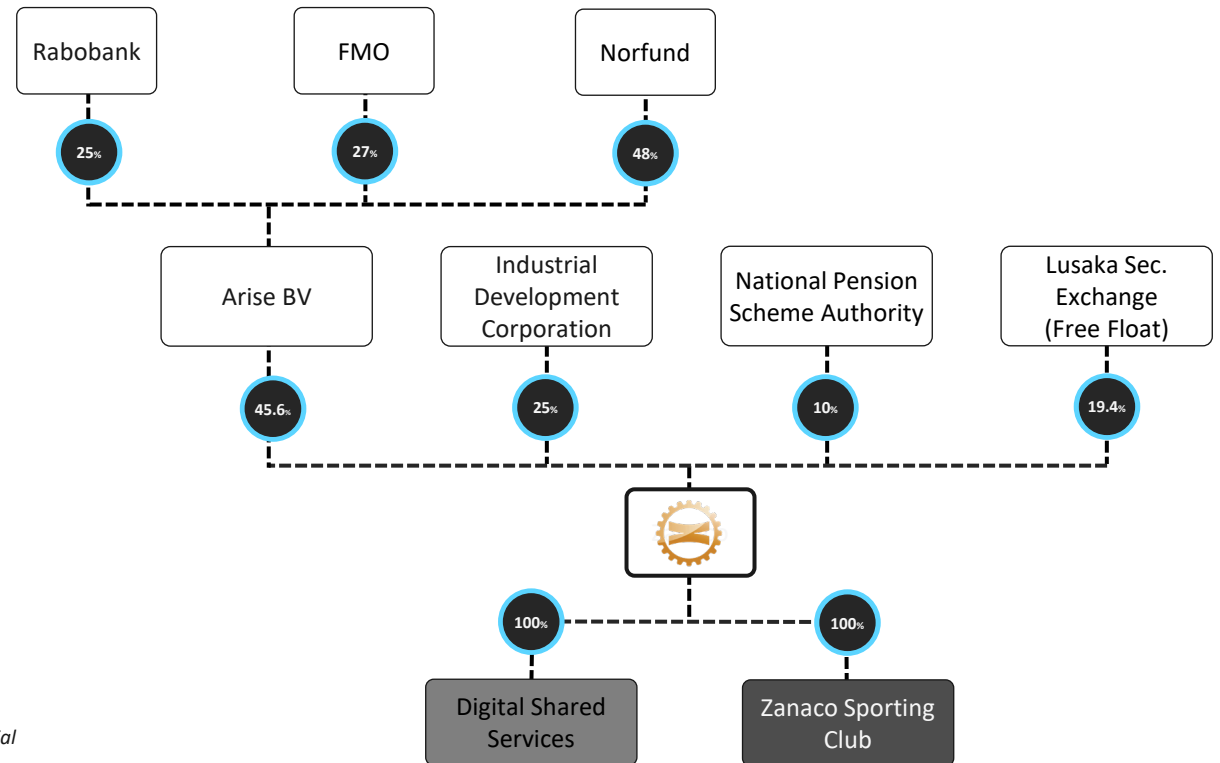
**> 22K**  
Agents

**GCF**  
Accredited 2022

**K39B**  
Total Assets

**K4.5B**  
Revenue

**41%**  
ROE





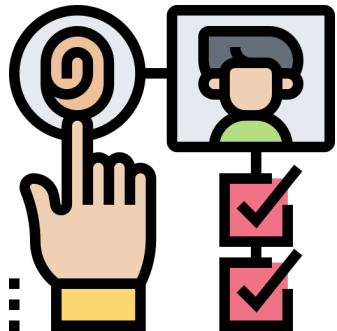
## Financial Inclusion

- Digital IDs can facilitate access to financial services, helping individuals open bank accounts and access credit



## Efficiency and Convenience

- Digital IDs can streamline and simplify administrative processes, reducing paperwork and bureaucracy
- Citizens can easily access government services online, such as healthcare, education, and social benefits





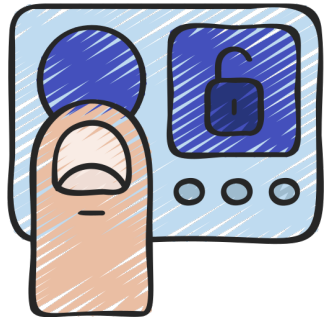
## Enhanced Security, Reduced Fraud & Identity Theft

- Digital IDs can use biometrics (e.g., fingerprints or facial recognition) to provide strong authentication, reducing the risk of identity theft and fraud
- Secure data storage and encryption protect personal information
- Suspicious activities can be detected more quickly through digital monitoring



## Public Service Delivery

- Governments can better target and deliver social services to those in need, reducing wastage and improving efficiency
- Digital IDs can assist in managing healthcare records and ensuring timely access to medical services



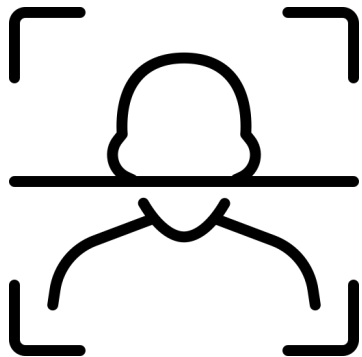


## Digital Economy and Innovation

- Digital IDs are essential for the growth of the digital economy and e-government initiatives by enabling secure online business transactions and reduce the risk of fraud

## Reduced Administrative Costs

- Processes that used to require manual verification can be automated, reducing administrative costs for governments and organizations



## Improved Voting and Democracy

- Digital IDs can enhance the security and accuracy of voter registration
- They can enable secure online voting, increasing voter participation