

Bankers Association

Of

Zimbabwe

Code of Banking
Practice

1. Fundamental Principles

We the members of the Bankers Association of Zimbabwe, undertake that we will:

- Act fairly and reasonably in all our dealings with you;
- Ensure that all services and products comply with this Code, even if they have their own terms and conditions;
- Give you information on our services and products in plain language, and offer help if there is any aspect which you do not understand;
- Foster confidence in the banking system.
- Help you to choose a service or product to suit your needs;
- Help you to understand the basic financial implications of;
 - Loan products
 - Savings and investment products
 - Card products
 - Payment services (including RTGS, TT, IT)
 - Foreign exchange;
 - Electronic Banking products
 - Mortgages
 - Failure to comply with the KYC requirements & Anti-Money Laundering Laws
 - Theft/fraud
 - Unclaimed funds, shares and dividends
 - Debit orders/stop orders
- Help you to understand how your accounts work;
- Have safe, secure, reliable banking and payment system services including virtual banking platforms.



