



NMB BANK LIMITED

Systems Upgrade Notice

Dear Valued Client,

We advise that we will be carrying out a systems upgrade from Friday 12 July 2019 at 1800hrs to Sunday 14 July 2019 at midnight.

The upgrade will result in the following:

- USD Nostro Foreign Currency Account (FCA) numbers will change with effect from Monday 15 July 2019. We will advise on the new USD Nostro Foreign Currency Account (FCA) numbers by SMS for Individual account holders and email for Corporate account holders.
- Transfers made using old USD Nostro Foreign Currency Account (FCA) numbers will be honoured until 31 July 2019.
- Internet Banking user ID and passwords for both USD Nostro Foreign Currency Account (FCA) and RTGS accounts will remain unchanged.
- RTGS account numbers will remain unchanged.
- RTGS account statements and SMS alerts will reflect the currency code ZWL.

Below is a list of services that will be available and unavailable during upgrade period.

SERVICE	AVAILABILITY STATUS
Point of Sale (ZIMSWITCH and VISA)	Available
NMBMobile including ZIPIT	Available
Ecocash Banking Services	Available
ATM Services	Available
Card-based withdrawals and deposits in branch	Available
SMS Alert Service	Unavailable
Internet Banking	Unavailable
Paper-based internal funds transfer	Unavailable
Cash payments for DSTV subscriptions.	Unavailable

We sincerely apologise for the inconvenience that may arise from this service disruption.

For more information contact your nearest branch or the 24 hour Contact Centre on:

Telephone (0242) 759651-9, Cellphone 0712 616 100/1 or 0772 244 788, Email support@nmbz.co.zw

Kind Regards,

NMB Bank Marketing

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NMB BANK LIMITED

Registered Commercial Bank
A member of the deposit Protection Scheme

IN PURSUIT OF EXCELLENCE

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