

# CUSTOMER NOTICE



[www.izb.co.zm](http://www.izb.co.zm)

*Dear Valued Customer,*

We thank you for banking with Indo Zambia Bank and entrusting our Bank with your financial needs.

As you may be aware the Bank's Core Banking System (CBS) migrated to an upgraded version on 15th February 2016. This Upgrade will entail the following changes:-

## **ACCOUNT NUMBERS CHANGED BUT OLD ACCOUNT NUMBERS REMAIN VALID**

- In the upgraded system you will be allotted new Account Numbers which can be obtained from the Customer Service Representative at any of our Branches.
- Your existing Cheque Books issued and Cheques in circulation will continue to be honored by the Bank. Please **DO NOT** alter the existing account number on the cheques.
- When your new Cheque Books are ordered and issued they will bear your new Account Numbers.

## **INTERNET BANKING**

For your convenience and enhanced banking experience, we have upgraded the Internet Banking Platform with new features including enabling of enhanced security and transactions. You are therefore please required to update your details (email and cell phone number) to get access to the renewed e-banking Platform. You will continue to use the same User ID however you will need to get a new Login & Transaction Passwords upon submission of your mobile number & email id and subsequent verification.

## **MOBILE BANKING**

Mobile Banking has been enabled with your existing User ID and mPin. You may check to confirm that your new accounts have been appropriately linked to the mobile Banking Facility. You will also be required to check Beneficiary list, if any maintained by you and to further verify that the new account numbers for the beneficiaries have been updated for mobile banking funds transfer.

## **DIRECT DEBIT AND CREDIT CLEARING (DDACC) / CHEQUE TRUNCATION SYSTEM (CTS)**

The Bank is honoring DDACC instructions and clearing through CTS with your old account number, however the Account number should be complete i.e. 13-digit number only.

We however encourage you to obtain and use the New Account Numbers (13 Digits) for your old account number.

## **VISA DEBIT CARD & IZB ATM CARDS**

The current IZB Visa Debit Card/ATM Card issued to you are valid and you can continue using it on the upgraded system until it expires.

## **SMS-BANKING & SMS-ALERTS**

SMS Banking is available with both your old or new accounts i.e. you may enquire by giving last 4 digit of your Old Account. Further note that your new Account Number is configured for SMS Alerts on any activities on your account.

*We sincerely regret any inconvenience caused by disruptions experienced in our service delivery channels during the recent migration period and wish to assure you that the upgraded version of our Core Banking System is a modern and robust system tailored to meet your needs.*

*We appreciate your patience, understanding and value your continued patronage and support during this transition. On our part we reaffirm our unrelenting resolve to accord you superior banking services.*

*Should you have any queries please do not hesitate to contact your Branch.*

*Once again Thank you & Best Regards*

*The Chief Manager - Operations*

*Indo Zambia Bank*

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