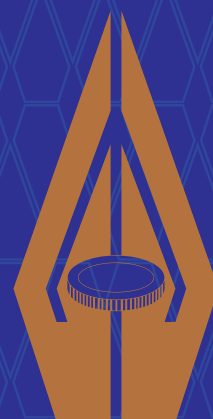




NATIONAL PAYMENT SYSTEMS IN ZAMBIA

ANNUAL REPORT FOR THE YEAR 2023



Bank of Zambia

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Bank of Zambia



BANK OF ZAMBIA

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Preamble

Pursuant to the Bank of Zambia Act of 2022, the primary objective of the Bank of Zambia (BoZ) is to achieve and maintain price and financial system stability. To achieve this, the Bank develops and implements payment, clearing and settlement systems policies, among other functions, so as to promote the efficiency, stability and safety of the Zambian financial system, as mandated by the National Payment Systems Act (NPSA), No. 1 of 2007.

The role of the Bank of Zambia (the Bank) as overseer of the National Payment Systems (NPS) is guided by the Principles for Financial Market Infrastructures (PFMIs). The PFMIs are the key international standards for financial market infrastructures, including payment systems, central securities depositories, securities settlement systems, central counterparties, and trade repositories. Issued by the Committee on Payments and Market Infrastructures (CPMI) of the Bank for International Settlements (BIS) and the International Organisation of Securities Commissions (IOSCO), the PFMIs are essential for strengthening and preserving financial stability. The CPMI and IOSCO also publish related documents and guidance to support implementation of the standards.

The National Payments Systems (NPS) comprise Systemically Important Payment Systems (SIPS) and Non-Systemically Important Payment Systems (NSIPS). SIPS are defined as payment systems that have the potential to trigger or transmit systemic disruptions. This includes systems that are the sole payment system in a jurisdiction or the principal system in terms of the aggregate value of payments, and mainly handle time-critical, high-value payments or settle payments used to effect settlement in other FMIs. SIPS in Zambia include the BoZ operated Zambia Interbank Payment and Settlement System (ZIPSS) commonly referred to as the Real Time Gross Settlement System (RTGS) and the systems operated by the Zambia Electronic Clearing House Limited (ZECHL), which include the Direct Debit and Credit Clearing (DDACC), the Cheque Image Clearing System (CIC).

On the other hand, NSIPS are retail payment systems that do not have the potential to cause significant disruptions in the payments ecosystem. NSIPS include the National Financial Switch (NFS), systems

for mobile money payments, remittances, Automated Teller Machines (ATM) transactions and Point of Sale (PoS) transactions.

In addition to its oversight of the National Payment Systems, the Bank also oversees other critical financial market infrastructures (FMIs). These include the Central Securities Depository (CSD) for Government securities, which the Bank of Zambia itself operates, and the CSD for bonds and shares operated by the Lusaka Stock Exchange (LuSE).

This report provides a comprehensive review of payment system trends and highlights the Bank's 2023 initiatives within the payments ecosystem. By publishing this report, the Bank aims to enhance transparency regarding its activities in the development and oversight of payment systems.



**BABY
PRODUCTS**



Governor's Statement

Efficient and secure payment systems are the foundation of a stable financial system. Payment systems facilitate the smooth flow of money, enabling transactions, trade, and investment. Efficient payment systems also enhance financial inclusion, boost consumer and business confidence, and support the digital economy. Relatedly, robust Financial Market Infrastructures (FMIs) ensure secure settlement of financial instruments, contribute to monetary policy implementation and promote overall financial stability. Zambia's payments industry has undergone a rapid technological transformation in recent years, enabling it to serve customers in new ways and fostering new revenue streams that contribute to the country's economic development.

In 2023, significant growth was witnessed in the overall National Payment System (NPS) with the value and volume of the NPS increasing by 17.2% to K3.5 trillion (2022: K3.0 trillion) and 31.1% to 3.7 billion transactions (2022: 2.8 billion transactions), respectively. Systemically Important Payment Systems (SIPS) and Non-Systemically Important Payment Systems (NSIPS) accounted for 73.2% (2022: 76.4%) and 26.8% (2022: 23.6%) of the total value of all payment streams, respectively. On the other hand, NSIPS accounted for the larger volume of all transactions at 99.6% (2022: 99.6%) whereas SIPS only accounted for 0.4% (2022: 0.4%) of the total volume. The increased contribution of NSIPS to the total value of payments processed in 2023 was driven by the increased adoption and reliance on Digital Financial Services (DFS), including but not limited to substantial usage of mobile payments, point of sale (PoS) terminals and remittances.

The Bank made significant progress in its ongoing efforts to improve the national payment systems during the period under review. Key interventions undertaken include the following:

- Issuance of the National Payment Systems Directives on Electronic Money Issuance, 2023 (E-money Directives) to enhance its oversight of Electronic Money Issuers;
- Active participation in the development and implementation of regional retail payment systems both under the Southern Africa Development Community (SADC) and the Common Market for Eastern and Southern Africa (COMESA) to promote regional integration of payment systems;
- Issuance of the Cyber and Information Risk Management Guidelines, 2023 which outline the Bank's minimum requirements regarding the regulated entities management of cyber and information security risk;
- Upgrade of the Real Time Gross Settlement (RTGS) System to enhance its operational efficiency and



resilience. By achieving this milestone, Zambia joined a community of 10 percent of central banks globally who have migrated their RTGS to ISO 20022 messaging standard; and

- Launch of the National Payment Systems Vision and Strategy 2023 – 2027 which aims to align the Zambia National Payment Systems with global trends and international best practices.

The newly launched National Payment Systems Vision and Strategy 2023 to 2027 contain our aspirations for the national payment systems going forward. In this regard, the Bank remains steadfast in its pursuit of a robust and resilient financial sector to promote financial inclusion and stability.

The Bank remains committed to collaborating with stakeholders in the payments ecosystem, both regionally and domestically, to enhance the National Payment System's resilience, security, and efficiency for all users. Aligning with our broader strategy, we will actively promote financial sector innovation while prioritising the safety of payment systems. Additionally, the Bank will continue its financial education campaigns alongside industry partners to foster financial inclusion.

A handwritten signature in dark ink, appearing to read 'Denny H. Kalyalya'.

Dr Denny H. Kalyalya
Governor

List of Acronyms

ATM	Automated Teller Machine
BIS	Bank for International Settlements
BoZ	Bank of Zambia
CIC	Cheque Image Clearing System
CPMI	Committee on Payments and Market Infrastructures
CSD	Central Securities Depository
DFS	Digital Financial Services
EFTs	Electronic Funds Transfers
EMI	Electronic Money Issuer
FI	Financial Inclusion
FinTech	Financial Technology
IOSCO	International Organisation of Securities Commission
ISO	International Organisation for Standardization
LuSE	Lusaka Securities Exchange
MMO	Mobile Money Operator
MNO	Mobile Network Operator
MSMEs	Micro, Small and Medium Enterprises
NFS	National Financial Switch
NPS	National Payment System
NPSA	National Payment Systems Act
NSIPS	Non-Systemically Important Payment Systems
UAT	User Acceptance Testing
PFMIs	Principles for Financial Market Infrastructures
PoS	Point of Sale
PSP	Payment Service Provider
RTGS	Real Time Gross Settlement System
SIPS	Systemically Important Payment Systems
ZECH	Zambia Electronic Clearing House
ZECHL	Zambia Electronic Clearing House Limited
ZIPSS	Zambia Interbank Payment and Settlement System

Executive Summary

The National Payment System (NPS) in Zambia continued to grow in 2023. Overall, the value and volume of the NPS increased by 17.2% to K3.5 trillion (2022: K3.0 trillion) and 31.1% to 3.7 billion transactions (2022: 2.8 billion transactions), respectively. Systemically Important Payment Systems (SIPS) and Non-Systemically Important Payment Systems (NSIPS) accounted for 73.2% (2022: 76.4%) and 26.8% (2022: 23.6%) of the total value of all payment streams, respectively. On the other hand, NSIPS accounted for the larger volume of all transactions at 99.6% (2022: 99.6%) whereas SIPS only accounted for 0.4% (2022: 0.4%) of the total volume. The increased contribution of NSIPS to the total value of payments processed in 2023 was driven by the increased adoption and reliance on Digital Financial Services, including but not limited to substantial usage of mobile payments, point of sale (PoS) terminals and remittances.

Currency in circulation increased by 13% to K16.5 billion (2022: K14.6 billion). The bulk of the currency was in banknotes accounting for 98.4 % (K16.3 billion) of the outstanding stock. Further, the Bank issued 223.0 million (2022: 150.5 million) pieces of mint banknotes and coins into circulation, valued at K8.0 billion (2022: K3.9 billion).

The Bank actively reviewed various laws, regulations, and policies as well as a facilitated developments relating to payment systems to ensure a safe and efficient NPS. The Bank issued National Payment Systems Directives on Electronic Money Issuance, 2023 (E-money Directives). The new E-money Directives were revised to align with developments noted in the payment systems landscape, which included the increase in innovations and the implementation of the National Financial Switch, a key driver of financial inclusion and interoperability. Further, the Bank issued the Cyber and Information Risk Management Guidelines, 2023 which outline the Bank's minimum requirements regarding the regulated entities management of cyber and information risk.

The project to upgrade and migrate the Zambia Interbank Payment and Settlement System (ZIPSS) to International Organisation for Standardisation (ISO) 20022 to enhance the operational and cyber resilience of the system went live on 14 October

2023. ISO 20022 is an open global financial messaging standard meant to create consistent message standards across all the business processes in the financial industry. Based on Extensible Markup Language (XML), ISO 20022 enables the transmission of richer and higher quality data.

In an effort to promote regional integration of payment systems, the Bank actively participated in the development and implementation of regional retail payment systems both under the Southern Africa Development Community (SADC) and the Common Market for Eastern and Southern Africa (COMESA). The Transactions Cleared on Immediate Basis (TCIB) retail payment system, under SADC, is targeted at promoting low value cross-border transactions. The COMESA Business Council Retail Payment System which is targeted at servicing Small and Medium Enterprises has developed a Proof of Concept to promote the use of digital payments for cross border payments between Medium and Small Sized Enterprises. More work is expected to continue in the coming year towards the achievement of the objectives of the regional initiatives to promote retail payments.

In addition, the Bank launched the National Payment Systems Vision and Strategy 2023 – 2027 which strives to align the Zambia National Payment System with global trends and international best practices. The Vision and Strategy which builds on the achievements recorded in the previous strategy for the period 2018 – 2022, will complement other key strategic development plans developed by various stakeholders.

In line with its strategic objectives, the Bank will continue to implement policies that support growth, modernisation, safety and efficiency of the NPS in Zambia. The Bank will also continue to monitor developments in the market to enhance the resilience of the payments ecosystem and safeguard public interest as well as support innovation.



1.0 INTRODUCTION

Zambia's payment systems sector saw significant growth in 2023, driven by the increased adoption of digital financial services, the operational National Financial Switch (NFS), and continuous financial inclusion efforts.

The interest of potential Digital Financial Services providers to introduce competitive alternative products and services also increased due to the need to meet evolving customer needs. Further, fifteen new players received licenses from the Bank, fostering a more competitive DFS landscape. The Bank also maintained its collaborative efforts with stakeholders to ensure a secure and efficient National Payment System (NPS) throughout 2023.



Zambia's payment systems sector saw significant growth in 2023, driven by the increased adoption of digital financial services, the operational NFS, and continuous financial inclusion efforts.

2.0 DEVELOPMENTS AND TRENDS IN INTERNATIONAL PAYMENT SYSTEMS

The Global Payments Report 2023 highlights the resilience of non-cash transactions as consumers and businesses embrace digital payment methods. The Report indicates that non-cash transaction volume growth will continue to accelerate at a 15% compound annual growth rate (CAGR) from 2022 to 2027. This growth is fuelled by improving macroeconomics, expanding digital payment infrastructure, and the proliferation of new payment instruments. As global regulations, initiatives, and innovations surge, banks and payment service providers (PSPs) face the challenge of managing simultaneous changes.

Global non-cash transaction volume was projected to reach nearly 1.3 trillion by 2023, growing at a 16.6% year-over-year rate. Looking ahead to 2027, non-cash transaction volumes are expected to double, reaching about 2.3 trillion. This exponential growth is driven by the expansion of instant payment infrastructure, ongoing adoption of open banking frameworks, and evolving customer expectations. Interestingly, the overall value of commercial payment transactions now surpasses that of retail payments, accounting for 56% of total transaction value. Corporate treasurers are increasingly drawn to commercial payment instruments such as virtual cards, account-to-account payments, and digital wallets. The digitalisation trend is prompting banks and payment firms to swiftly expand their commercial payment capabilities.

The Asia Pacific region is on track to comprise more than 50% of global non-cash payment volumes and will likely register 19.8% compound annual growth rate for 2022-2027. This is mainly on account of government backed (or led) development of instant and real time payment infrastructure across critical jurisdictions including India, China, Singapore, Australia and Thailand.

In the Middle East, regulatory reforms and the maturation of digital payment infrastructure are set to drive a 14.1% compound annual growth rate (CAGR) in non-cash volumes from 2022 to 2027. Notably, open banking reforms are already underway in countries like Bahrain, Saudi Arabia, the UAE, and Jordan. These nations are embracing open banking frameworks, paving the way for a more interconnected financial ecosystem. Simultaneously, several Middle Eastern markets are launching instant payment schemes. For instance, Saudi Arabia introduced SARIE in 2021, while the UAE launched its instant payment platform in 2023. On the other hand, the African continent is catching up in terms of non-cash transaction volume. Research indicates that 18 African nations are actively developing domestic instant payment systems. Additionally, three development projects aim to establish regional instant payment platforms. These initiatives are expected to significantly enhance non-cash payment capabilities across the region.

Corporate treasurers are increasingly drawn to commercial payment instruments such as virtual cards, account-to-account payments, and digital wallets. The digitalisation trend is prompting banks and payment firms to swiftly expand their commercial payment capabilities.

¹The World Payments Report 2023 - <https://www.capgemini.com/insights/research-library/world-payments-report/>

3.0 DEVELOPMENTS IN THE ZAMBIAN NATIONAL PAYMENT SYSTEMS

In accordance with its mandate to maintain a secure and effective National Payment System, the Bank continued to review and implement various laws, regulations, and policies to support progress in the National Payment System. This section outlines the developments that took place in 2023.

3.1 Zambia Interbank Payment and Settlement System Upgrade and ISO 20022 Migration

On October 14, 2023, the Zambia Interbank Payment and Settlement System (ZIPSS) was successfully upgraded and migrated to the International Organisation for Standardisation (ISO) 20022 standard. This significant upgrade was implemented to bolster the system's operational and cyber resilience. Prior to the system going live, comprehensive User Acceptance Testing (UAT) was conducted to ensure the functionality of the new system. This testing involved all market participants, thereby ensuring a smooth transition. The upgrade introduced several benefits to the market. Notably, it facilitated a shift from FIN Y-Copy to V-mode. This change provides market participants with the option to utilise a Virtual Private Network (VPN) as an alternative connection channel.

ISO 20022, an open global financial messaging standard, aims to establish uniform message standards across all business processes within the financial industry. Based on Extensible Markup Language (XML), ISO 20022 enables the transmission of richer and higher quality data. This enhancement will allow for the conveyance of detailed information about transactions. With this migration, Zambia has joined the ranks of the 10 percent of central banks worldwide that have transitioned their financial market infrastructures to ISO 20022, marking a significant milestone in the financial sector.

3.2 National Payment Systems Bill

During the year, the Bank continued with its efforts to repeal and replace the National Payment Systems Act, 2007. The main objective for the repeal and replacement of the Act is to address regulatory gaps that have arisen due to advancement in technology which has resulted in new innovations and product developments in the payment systems industry. In this regard, the draft National Payment System bill was submitted to the Ministry of Finance and National Planning for further legislative processing. Cabinet at its meeting held on 25th September 2023, approved in principle, the review of the Act. Thereafter, the Bank subjected the Bill to additional input by various stakeholders. As at the end of the year, the Bank was preparing a Regulatory Impact Assessment (RIA) in line with the requirements of the Business Regulatory Act, 2014. Once approved, the RIA together with the Bill will be submitted to the Ministry of Justice for additional legislative processes.

Zambia has joined the ranks of the 10 percent of central banks worldwide that have transitioned their financial market infrastructures to ISO 20022, marking a significant milestone in the financial sector.

3.3 National Payments Systems Directives on Electronic Money Issuance, 2023

The Bank completed the review of the National Payment Systems Directives on Electronic Money Issuance, 2018 (E-money Directives) and issued the E-money Directives of 2023. The E-money Directives of 2023 align with developments noted in the payment systems landscape, which include the increase in innovations and the implementation of the National Financial Switch, a key driver of financial inclusion and interoperability. Other pertinent issues that were considered in the revised directives pertain to enhancement of consumer protection and the resilience of electronic payment platforms, among others.

3.4 The Bank of Zambia Cyber and Information Risk Management Guidelines, 2023

During the year under review, the Bank of Zambia issued the Cyber and Information Risk Management Guidelines, 2023. The Guidelines outline the Bank of Zambia's minimum requirements regarding the regulated entities' management of cyber and information risk.

The technology landscape of the financial sector is transforming rapidly and the underlying information technology (IT) infrastructure supporting financial services has evolved in scope and complexity. Regulated entities are leveraging on digital platforms to increase operational efficiency and to deliver better services. The increased dependence on digital platforms exposes regulated entities to cyber and information risk. There is, therefore, a need for regulated entities to strengthen their technological resilience against operational disruptions to maintain confidence in the financial system. The Guidelines cover five cyber and information risk control areas namely: Identify, Protect, Detect, Respond and Recover, anchored on the National Institute of Standards and Technology (NIST).

3.5 Regulatory Sandbox

The Bank received a number of enquiries from entities interested in testing their innovations in the Bank of Zambia Regulatory Sandbox (Sandbox). During the period, two products related to crypto assets and village banking, respectively, were tested in the Sandbox. The Bank remains committed to providing a conducive environment in which innovation in the financial sector could thrive. In this regard, the Bank will continue to play its role of promoting the Sandbox. The Bank remains committed to receiving more submissions from interested parties.

3.6 Formulation of National Payment Systems Vision and Strategy, 2023 – 2027

In 2023, the Bank of Zambia launched the National Payment Systems Vision and Strategy 2023 – 2027. The Vision and Strategy which builds on the achievements recorded in the previous strategy for the period 2018 – 2022, will complement other key strategic development plans by various stakeholders such as the digitisation agenda by government, Vision 2030, the Eighth National Development Plan (8NDP), National Financial Inclusion Strategy (NFIS) and the National Strategy on Financial Education (NSFE II), among others.

The technology landscape of the financial sector is transforming rapidly and the underlying information technology (IT) infrastructure supporting financial services has evolved in scope and complexity.

Vision 2027, which strives to align the Zambia National Payment System with global trends and international best practices outlines the following objectives:

- Developing and Enhancing Payment Systems to support a 24/7 Economy;
- Implementation of a Centralised Know-Your-Customers (KYC) platform;
- Cyber Security Resilience and Fraud Prevention;
- Increasing Merchant Acceptance of Electronic Payment Channels;
- Adoption of International Interoperability Payment Standards;
- Exploring the application of Digital Currencies /Assets in both Public and Private Sectors to promote financial inclusion;
- Review and develop regulatory frameworks to support Open Finance; and
- Phasing Out of Cheques

3.7 Implementation of Low Value Retail Cross-Border Payments

During the period under review, the Bank continued to actively participate in the development and implementation of regional retail payment systems both under the Southern Africa Development Community (SADC) and the Common Market for Eastern and Southern Africa (COMESA).

The Transactions Cleared on Immediate Basis (TCIB) retail payment system, under SADC, is targeted at promoting low value cross-border transactions in the SADC region. Six Zambian Payment Service Providers have so far applied to join the TCIB. Further, the COMESA Business Council has developed a Proof of Concept to promote the use of digital payments for cross border payments.

3.8 Pan-African Payment and Settlement System (PAPSS)

The Bank continued to work with the African Export–Import Bank (Afreximbank) to facilitate onboarding of the BoZ on the Pan-African Payment and Settlement System (PAPSS) following the signing of an Agreement on 31 December 2022. The Bank held an initial engagement with Afreximbank on 7 November 2023 where training for the PAPSS system was scheduled to be conducted.

The PAPSS is operated by Afreximbank as a centralised payment and settlement system for intra-African trade in goods and services. It will enable instant cross-border payments among the African Continental Free Trade Area (AfCFTA) member nations. The benefits of joining the PAPSS are numerous, and they include the following:

- Prompt cross-border payments across Africa due to the availability of a fast payment platform;
- Reduced cost and dependency on correspondent banking arrangements for its transactions;
- Reduced foreign currency funding as the amount to be paid at end of day by a participant is on a net basis;
- Formalised trade across African countries; and
- Better and more reliable data on intra-Africa trade.

The Vision and Strategy which builds on the achievements recorded in the previous strategy for the period 2018 – 2022, will complement other key strategic development plans by various stakeholders such as the digitisation agenda by government, Vision 2030, the Eighth National Development Plan (8NDP), National Financial Inclusion Strategy (NFIS) and the National Strategy on Financial Education (NSFE II), among others.

In view of the above, the Bank continued its efforts to facilitate the joining of the PAPSS by all interested financial service providers to help promote intra-Africa trade.

3.9 Designation of Payment Service Providers (PSPs) and revocation of licenses

In 2023, the Bank granted licences to fifteen (15) payment service providers as detailed in Table 1.

TABLE 1: DESIGNATED ENTITIES AND SERVICES TO BE OFFERED

Name	Type of Licence	Category
Savannafin	Payment Systems	Payment Aggregation
Elipa Zambia	Payment System	Payment Aggregation
Techmasters	Payment System	Payment Aggregation
Olympus Tech Pay Limited	Payment System	Payment Aggregation
Nsano Zambia Limited	Payment System	Payment Aggregation
CirclePay	Payment System	Payment Aggregation
Goodfellow Digital Limited	Payment System	Payment Aggregation
Craft Solutions IT Zambia Limited	Payment System	Payment Aggregation
eFectivo Innovations Limited	Payment System	Payment Aggregation
Jabu Wallet Ltd	Payment System Business	E – Money Issuance
Monyglob	Payment System Business	Domestic and International Remittances
Mytaluz Zambia Limited	Payment System Business	International Remittances and E – Money Issuance
Pulse Financial Services Limited	Payment System Business	Payment transfers
LOLC Finance Limited	Payment System Business	Payment transfers
Lupiye Pay Limited	Payment System Business	E – Money Issuance

In 2023, the Bank revoked licences of two (2) payment service providers as outlined in table 2 below:

TABLE 2: REVOKED LICENCES

Name	Type of Licence	Category
Billfold Zambia Limited	Payment System Business	Payment Services
Vending Technologies Zambia Limited	Payment System Business	Payment Services

4.0 PAYMENT SYSTEMS OVERSIGHT ACTIVITIES AND RISK ASSESSMENT

The Bank's oversight of the National Payment Systems (NPS) in 2023 was guided by its established Oversight Framework, which is aligned with the National Payment Systems Act (NPSA) and the Principles for Financial Market Infrastructures (PFMIs). These activities encompass both off-site and on-site monitoring. Specific details of the oversight activities undertaken are highlighted below:

4.1 Offsite Activities

The Bank continued to perform offsite analysis, which notably included the examination of monthly submissions from regulated Payment Service Providers (PSPs). These submissions offered crucial insights into the performance of PSPs, access points, account details, funds held in Trust Accounts, risk exposure of entities, financial performance, and the availability of payment systems. The evaluation of these diverse submissions served as the foundation for the Bank's regular reports, which monitored the evolution of national payment systems and facilitated market changes.

The Bank consistently strived to refine the preparation and enhancement of offsite reports from PSPs via the Digital Financial Services (DFS) platform. This platform, which is an automated system for PSPs to submit returns, was introduced by the Bank in 2020 to streamline the collection of pertinent supervisory data. Moreover, the Bank continually optimised the DFS platform to enhance its offsite surveillance activities. As an integral part of its offsite monitoring activities, the Bank consistently aimed to integrate market intelligence (information sourced from public sources and/or whistleblowing) on a continuous basis. This integration significantly bolstered the Bank's offsite monitoring conducted throughout the year.

In its continued effort to enhance compliance with submission of payment system returns, the Bank held training sessions on key regulations and the submission of returns on the DFS Platform with regulated entities. The workshops focused on explaining key regulatory requirements and providing guidance on the submission of various payment systems returns. The workshops were considered successful as they culminated into notable improvements in compliance levels.

The Bank consistently strived to refine the preparation and enhancement of offsite reports from PSPs via the Digital Financial Services (DFS) platform. This platform, which is an automated system for PSPs to submit returns, was introduced by the Bank in 2020 to streamline the collection of pertinent supervisory data.

4.2 On-site Inspections and Compliance Assessments of Payment Service Providers

The Bank continued to conduct its on-site activities which involved on-site inspections and compliance assessments of Payment Service Providers (PSPs). The Bank conducted seven (7) on-site inspections of PSPs to assess their compliance with the Bank's laws and regulations in 2023. The Bank also undertook a targeted mystery shopping exercise to evaluate the quality of services offered through electronic money (e-money) agents, Automated Teller Machines (ATMs) and Point of Sale (POS) terminals. The exercise was conducted across selected districts in Lusaka, Southern, Muchinga and Eastern provinces of Zambia.

Further, the Bank continued to conduct training and reviewed self-assessment reports on selected Principles for Financial Market Infrastructures (PFMI) for the four systemically significant Financial Market Infrastructures (FMIs) to bolster their robustness and operational resilience. The PFMIs, international standards for financial market infrastructures issued by the Committee on Payments and Market Infrastructures (CPMI) and the International Organisation of Securities Commissions (IOSCO), are deemed crucial for fortifying and maintaining financial stability. The Bank evaluated self-assessments undertaken by the Bank of Zambia Central Securities Depository (CSD) for government securities, the Lusaka Securities Exchange CSD for bonds and shares, the Zambia Interbank Payment and Settlement System (ZIPSS), and the Zambia Electronic Clearing House Limited (ZECHL) operated systems for Direct Debit and Credit Clearing (DDACC) and the Cheque Image Clearing System (CIC). Subsequent to the Bank's review of the self-assessments, ZECHL successfully published its self-assessment report in 2023. ZIPSS is slated to publish its self-assessment in 2024.

Furthermore, the Bank reviewed Female and Male Operated Small Enterprises (FAMOS) check self-assessments conducted by seven (7) payment service providers. The FAMOS check designed by the International Labour Organisation (ILO), is an organisational development tool that enables organisations that provide services to small enterprises to carry out a gender self-check to identify improvements in their operations, in particular in respect of the needs of women entrepreneurs.

In 2024 the Bank plans to continue strengthening its offsite and onsite surveillance of the regulated PSPs and FMIs to ensure adherence to applicable laws, regulations and standards for the effective oversight of the industry.

5.0 PERFORMANCE OF THE VARIOUS PAYMENT SYSTEMS STREAMS

The NPS, comprised of SIPS and NSIPS, recorded growth of transactions in 2023. The value and volume increased by 17.2% to K3.5 trillion (2022: K3.0 trillion) and 31.1% to 3.7 billion transactions (2022: 2.8 billion transactions), respectively (Table 3). SIPS and NSIPS accounted for 73.2% (2022: 76.4%) and 26.8% (2022: 23.6%) of the total value of all payment streams, respectively. On the other hand, NSIPS accounted for the larger volume of all transactions at 99.6% (2022: 99.6%) whereas SIPS only accounted for 0.4% (2022: 0.4%) of the total volume. The upturn in the NPS continued to be driven by the increased adoption and reliance on electronic payment methods and DFS, including but not limited to substantial usage of the ZIPSS, mobile payments, point of sale (PoS) terminals and remittances. The table below show a comparative analysis of the value and volume in the SIPS and NSIPS between the years 2023 and 2022.

TABLE 3: COMPARATIVE ANALYSIS OF TRANSACTION VALUE (K' BILLION) AND VOLUME FOR THE DIFFERENT PAYMENT STREAMS (2023/2022)

Payment Stream	2023		2022		Change	Change	Proportion	Proportion
	Value	Volume	Value	Volume	(%) Value	(%) Volume	(%) Value	(%) Volume
Systemically Important Payment Systems (SIPS)								
CIC	7.8	1,169,132	8.5	1,255,734	-8.0	-6.9	0.2	0.0
EFT	143.1	10,558,090	115.2	9,403,971	24.1	12.3	4.0	0.3
ZIPSS	2,444.0	1,320,445	2,185.1	1,166,576	11.8	13.2	69.0	0.0
SIPS Totals	2,594.9	13,047,667	2,308.9	11,826,281	12.4	10.3	73.2	0.4
Non-Systemically Important Payment Systems (NSIPS)								
ATMs	64.0	34,957,449	59.4	33,012,608	7.7	5.9	1.8	0.9
Mobile	452.0	2,242,443,898	295.8	1,581,355,224	52.8	41.8	12.8	60.2
PoS	142.1	71,141,569	111.4	60,141,253	27.7	18.3	4.0	1.9
Remittances	289.7	1,363,015,153	247.2	1,154,990,339	17.2	18.0	8.2	36.6
NSIPS Total	947.8	3,711,558,069	713.8	2,829,499,424	32.8	31.2	26.8	99.6
NPS Total	3,542.7	3,724,605,736	3,022.7	2,841,325,705	17.2	31.1	100.0	100.0

Source: Bank of Zambia (CIC in this table means Cheque Imaging Clearing System)

5.1 Systemically Important Payment Systems (SIPS)

Overall, the Systemically Important Payment Systems namely, the ZIPSS and the EFTs system grew in both value and volume of transactions processed in 2023. The value and volume of SIPS transactions increased by 12.4% to K2.6 trillion (2022: K2.3 trillion) and 10.3% to 13 million transactions (2022: 12 million transactions) respectively (Table 4). However, CIC transactions continued to record a decline, further signifying the shift in trends towards digital payments.

The increase in value of transactions in aggregate was most notable on the ZIPSS which grew by 11.8% from the previous year, while the increase in volume was most notable on the Electronic Fund Transfer (EFT) payment stream which grew by 12.3%.

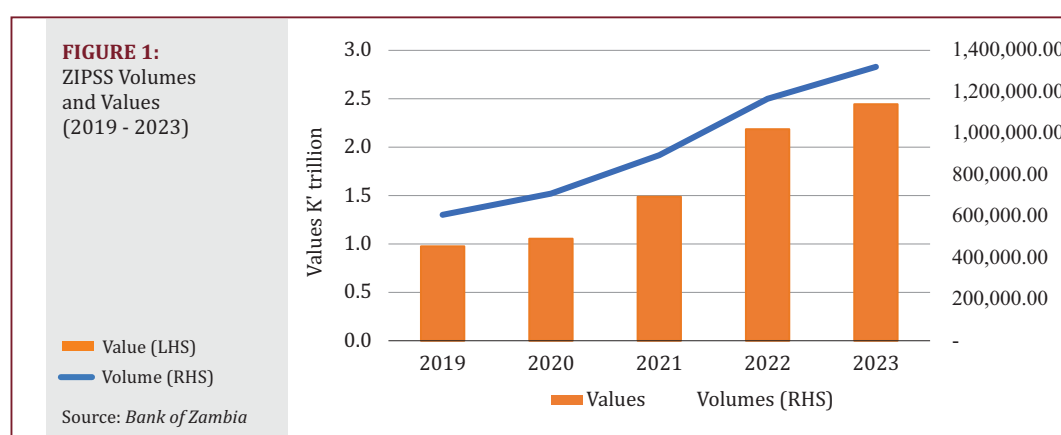
TABLE 4: SYSTEMICALLY IMPORTANT PAYMENT SYSTEMS (SIPS) VALUE (K 'BILLION) AND VOLUME

Payment Stream	2023		2022		Change (%)	Change (%)
	Value	Volume	Value	Volume	Value	Volume
CIC	7.8	1,169,132	8.5	1,255,734	-8.0	-6.9
EFT	143.1	10,558,090	115.2	9,403,971	24.1	12.3
ZIPSS	2,444.0	1,320,445	2,185.1	1,166,576	11.8	13.2
SIPS Totals	2,594.9	13,047,667	2,308.9	11,826,281	12.4	10.3

Source: Bank of Zambia (CIC in this table means Cheque Imaging Clearing System)

5.1.1 Zambia Interbank Payment and Settlement System (ZIPSS)

The value and volume of transactions processed on ZIPSS rose by 11.8% to K2.4 trillion (2022: K2.2 trillion) and 13.2% to 1,320,445 (2022: 1,166,576) respectively (Table 4). The trends in value and volume of transactions processed on the ZIPSS from 2019 to 2023 are shown in Figure 1 below.



The ZIPSS recorded an average availability level of 98% similar to the rate recorded in 2022.

The transaction value on the ZIPSS by payment type are as depicted in Figure 2 below while transaction volume by payment type are depicted in Figure 3.

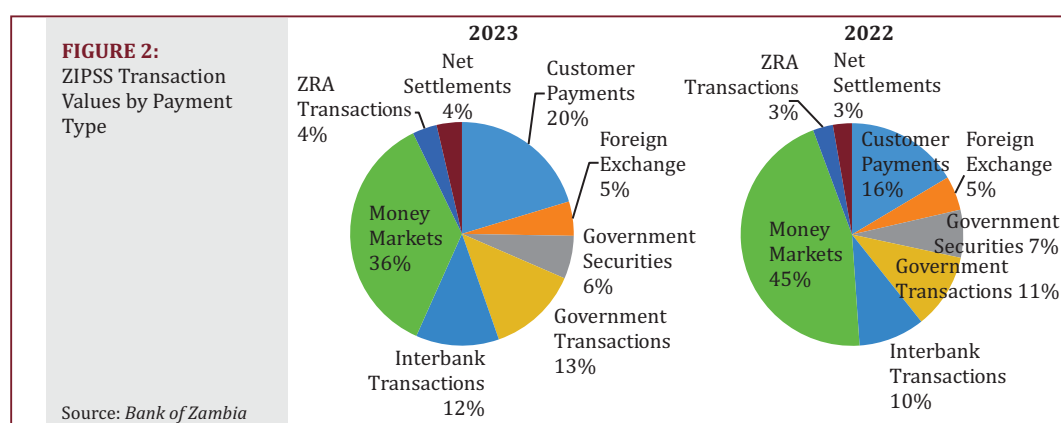
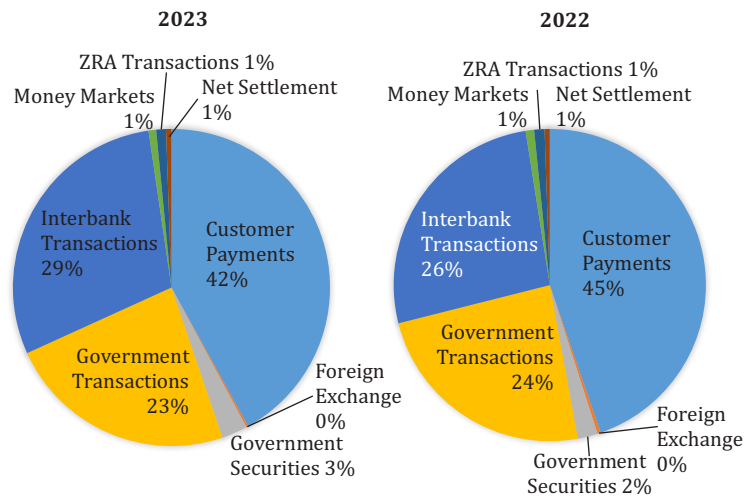


FIGURE 3:
ZIPSS Transaction
Volumes by Payment
Type

Source: Bank of Zambia



5.1.2 Lusaka Securities Exchange

The transaction value of net settlement obligations for the Lusaka Securities Exchange (LuSE) processed on the ZIPSS in 2023 increased to K1.0 million (2022: nil). Similarly, the total number of settlement instructions increased to 89 transactions (2022: nil transactions).

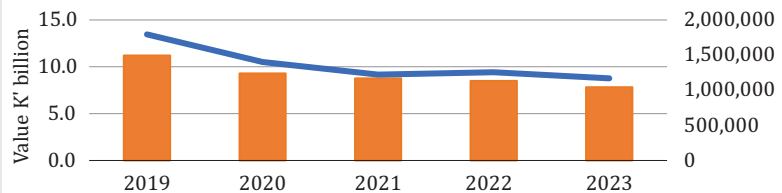
5.1.3 The Zambia Electronic Clearing House (ZECH) Operated Systems

5.1.3.1 Cheque Image Clearing System (CIC)

The value and volume of cheques cleared in 2023 decreased by 8.0% to K7.8 billion (2022: K8.5 billion) and 6.9% in 2023 to 1,169,132 (2022: 1,255,734). The continued decline in the value of cheques cleared is as a result of the increased utilisation of electronic payment methods reflecting changing customer behaviour. (Figure 4). The continued decline in the use of cheques has led to the Bank in its National Payment Systems Vision and Strategy 2023-2027 to consider the complete phasing out of cheques from the Zambian market. This strategic direction is consistent with similar measures taken by a number of jurisdictions within the region such as Botswana, Namibia and South Africa.

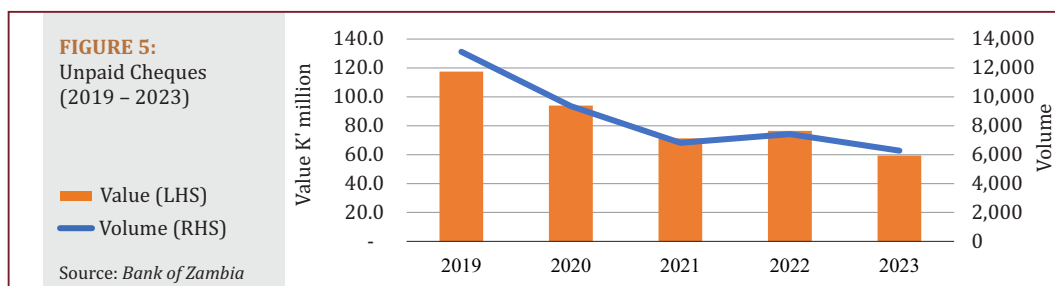
FIGURE 4:
Cheque Images
Cleared (2019 – 2023)

Source: Bank of Zambia



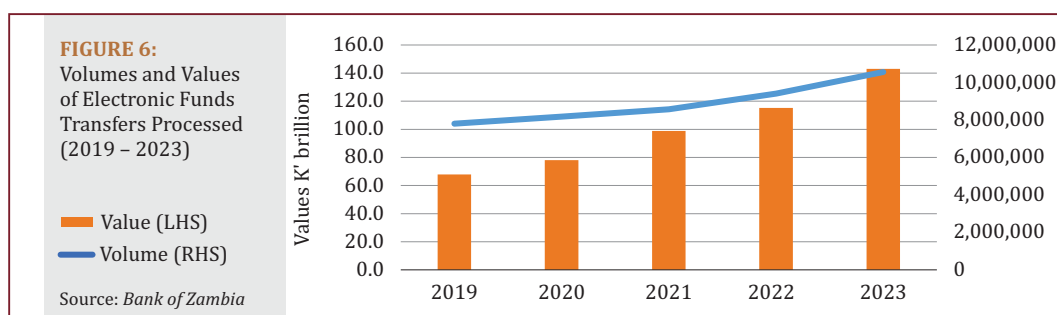
5.1.3.1.1 Cheques Returned Unpaid on Account of Insufficient Funds

The value and volume of cheques returned unpaid on account of insufficient funds reduced by 22.4% to K59.4 million (2022: K76.5 million) and 15.5% to 6,276 (2022: 7,426). (Figure 5)



5.1.3.2 Electronic Funds Transfer System (EFTs)

The value and volume of transactions processed on the EFT Clearing System increased by 24.1% to K143.1 billion (2022: K115.2 billion) and 12.3% to 10,558,090 (2022: 9,403,971) respectively, as shown in Figure 6. The continued increase in the use of DFS contributed to this outturn.



5.2 Non-Systemically Important Payment Systems

The Non-Systemically Important Payment Systems recorded an overall growth in transactions processed during the year. The value and volume of NSIPS transactions increased by 32.8% to K947.8 billion (2022: K713.8 billion) and 31.2% to 3.7 billion transactions (2022: 2.8 billion transactions) respectively (See Table 5). The increase in value and volume of transactions was mostly notable in mobile payments and remittances streams. Mobile payments value and volume grew by 52.8% and 41.8% whereas remittances grew by 17.2% and 18.0% in value and volume, respectively.

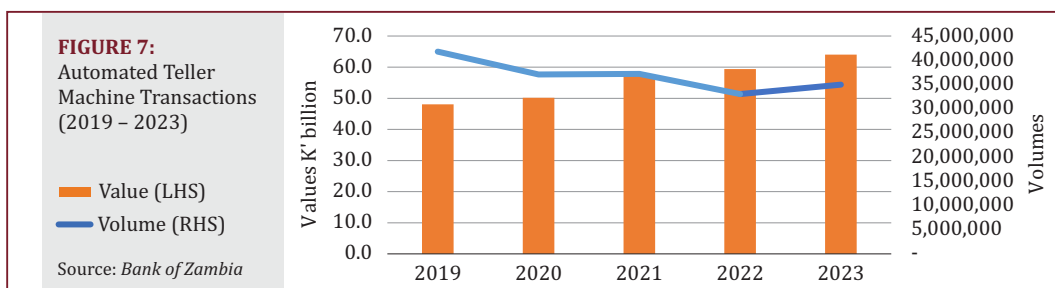
TABLE 5: NON-SYSTEMICALLY IMPORTANT PAYMENT SYSTEMS (NSIPS) VALUE (K 'BILLION) AND VOLUME

Payment Stream	2023		2022		Change (%) Value	Change (%) Volume
	Value	Volume	Value	Volume		
ATMs	64.0	34,957,449	59.4	33,012,608	7.7	5.9
Mobile	452.0	2,242,443,898	295.8	1,581,355,224	52.8	41.8
PoS	142.1	71,141,569	111.4	60,141,253	27.7	18.3
Remittances	289.7	1,363,015,153	247.2	1,154,990,339	17.2	18.0
NSIPS Total	947.8	3,711,558,069	713.8	2,829,499,424	32.8	31.2

Source: Bank of Zambia

5.2.1 Automated Teller Machine (ATM) Transactions

In 2023, the value and volume of Automated Teller Machine (ATM) transactions rose by 7.7% to K64.0 billion (2022: K59.4 billion) and 5.9% to 35 million transactions (2022: 33 million transactions). The increase in ATM transactions was mainly on account of partial withdrawal of pensions following the signing into law of the National Pension Scheme Amendment Bill 2023. Figure 7 below depicts the trend in ATM transactions for the period 2019 to 2023.



In 2023, the value and volume of Automated Teller Machine (ATM) transactions rose by 7.7% to K64.0 billion (2022: K59.4 billion) and 5.9% to 35 million transactions (2022: 33 million transactions).



5.2.1.1 Number of Automated Teller Machines (ATMs)

In 2023, the number of ATMs increased to 1,006 from 989 in 2022 following the commissioning of seventeen (17) new machines by service providers. Nevertheless, the distribution of the ATMs remained broadly unchanged. Table 6 below shows the nationwide provincial distribution of ATMs.

TABLE 6: NATIONWIDE DEPLOYMENT OF ATMS BY PROVINCE

Province	2023	2022	Distribution -2023 (%)
Lusaka	494	479	49
Copperbelt	220	224	22
Southern	70	72	7
North-western	57	54	6
Central	49	46	5
Eastern	38	38	4
Northern	20	20	2
Muchinga	20	19	2
Western	20	19	2
Luapula	18	18	2
Total	1,006	989	100%

Source: Bank of Zambia

5.2.1.2 Number of ATM Cards Issued

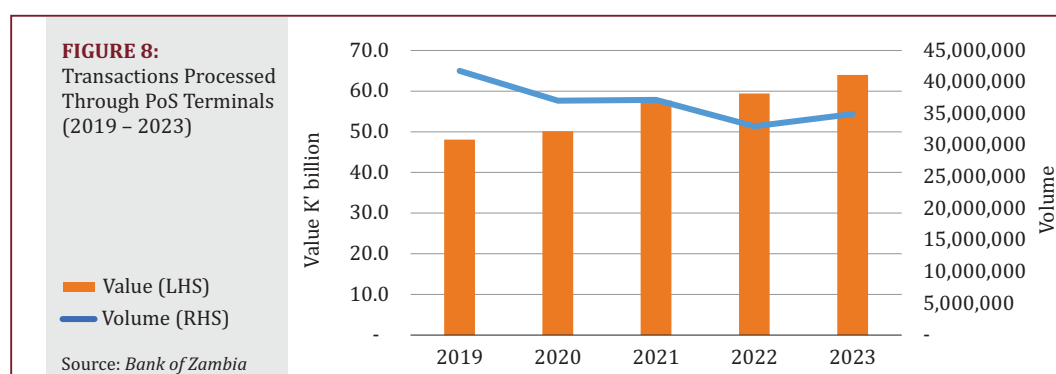
The total number of ATM cards in circulation as at end December 2023 increased by 4.1% to 3,544,089 (2022: 3,406,017). Of these, the number of debit cards issued were 3,171,518 (89.5%) while the number of prepaid cards and credit cards in issue were 359,295 (10.1%) and 13,276 (0.4%) respectively.

The total number of ATM cards in circulation as at end December 2023 increased by 4.1% to 3,544,089 (2022: 3,406,017).



5.2.2 Point of Sale (POS) Transactions

The value and volume of POS transactions increased by 27.7% to K142.1 billion (2022: K111.4 billion) and 18.3% to 71 million transactions (2022: 60 million transactions). The increase in POS transactions was mainly due to increased spending on account of partial withdrawal of pensions following the signing into law of the National Pension Scheme Amendment Bill 2023 and the increase in the number of POS terminals deployed. Figure 8 below depicts the trend in POS transactions for the period 2019 to 2023.



The number of POS terminals deployed increased to 45,531 from 39,159 in 2022. Nevertheless, the distribution of the POS terminals remained broadly unchanged. Table 7 below shows the nationwide provincial distribution of POS terminals.

TABLE 7: NATIONWIDE DEPLOYMENT OF POS TERMINALS BY PROVINCE

Province	2023	2022	Distribution - 2023 (%)
Lusaka	20,956	18,163	46
Copperbelt	8,702	7,788	19
Southern	4,051	3,379	9
Central	3,370	2,676	7
Eastern	3,117	2,570	7
Northern	1,363	1,205	3
Luapula	1,176	905	3
North-Western	1,018	938	2
Western	935	847	2
Muchinga	843	688	2
Total	45,531	39,159	100

Source: Bank of Zambia

The increase in POS transactions was mainly due to increased spending on account of partial withdrawal of pensions following the signing into law of the National Pension Scheme Amendment Bill 2023 and the increase in the number of POS terminals deployed.

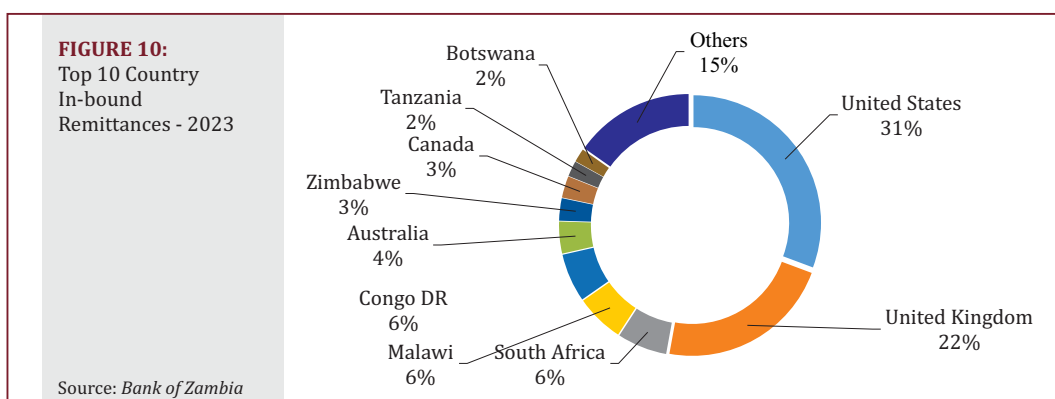
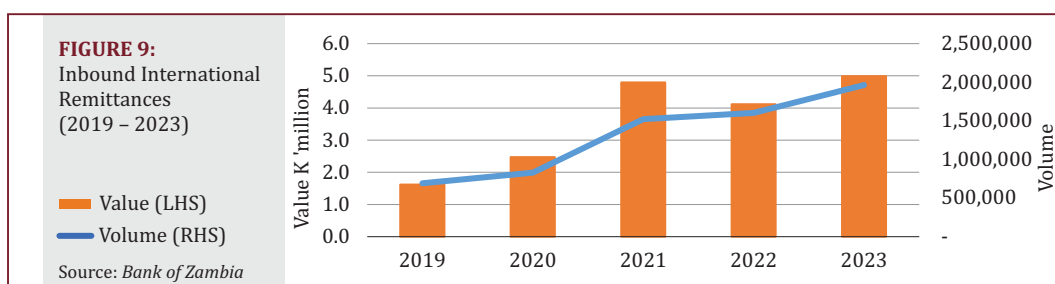


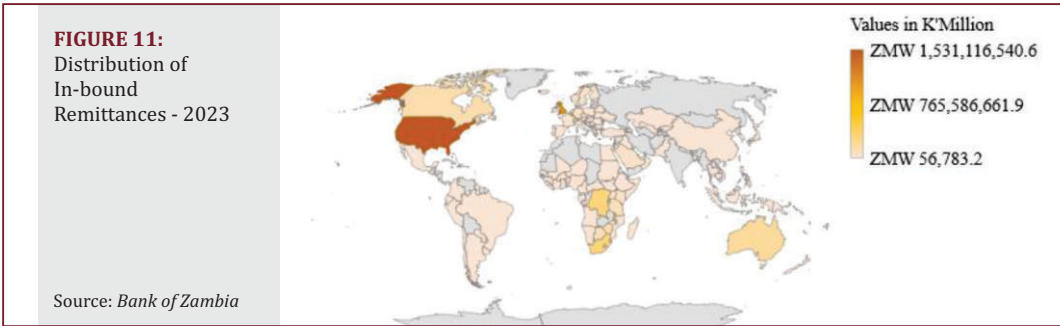
5.2.3 Remittances (Money Transfer Transactions)

The remittances market (international and domestic) recorded growth in transactions during the period under review. The value and volume of transactions increased by 17.2% to K289.7 billion (2022: K247.2 billion) and 18.0% to 1.4 billion transactions (2022: 1.2 billion transactions).

5.2.3.1 Inbound International Remittances

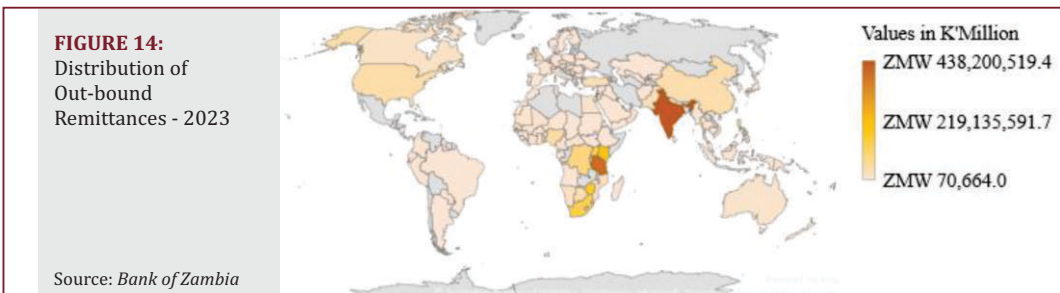
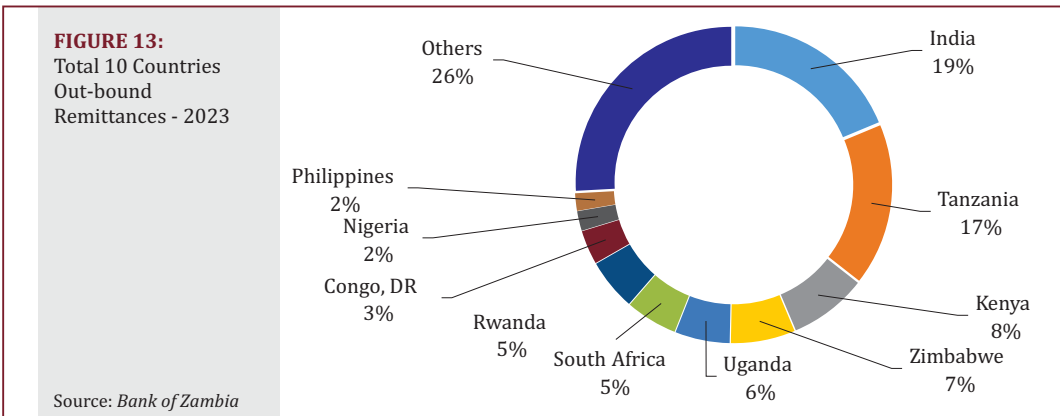
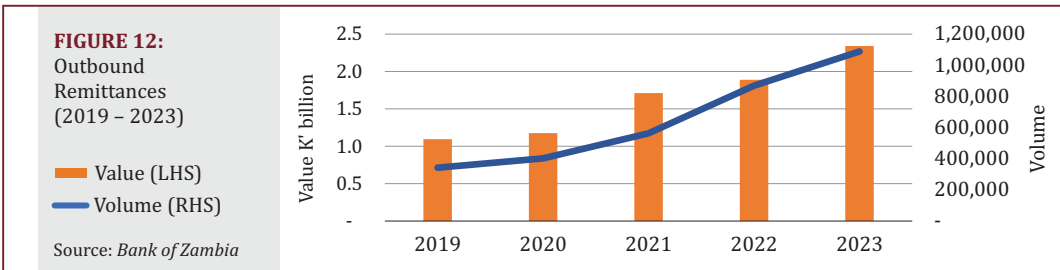
The value and volume of international inbound remittances through Money Transfer Operators increased by 21.2% to K5.0 billion (2022: K 4.1 billion) and 22.5% to 1,963,698 (2022: 1,602,602) (See Figure 9). The United States of America (USA) and United Kingdom (UK) remained the main source countries accounting for 53% of the total international inbound remittances (See Figures 10 and 11).



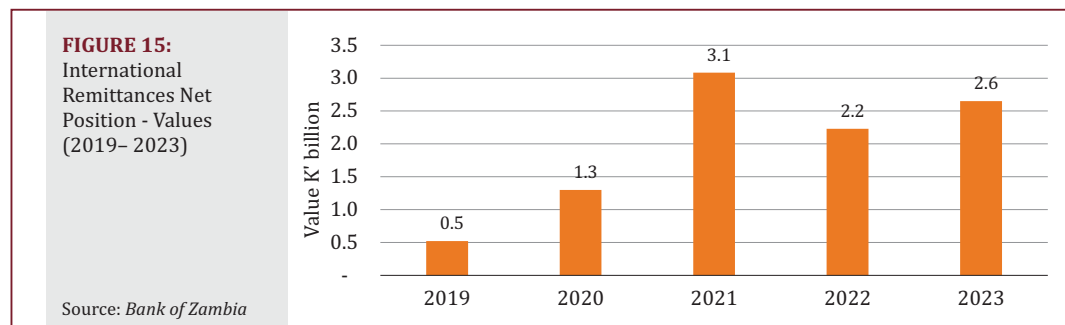


5.2.3.2 Outbound International Remittances

The value and volume of outbound international remittances increased by 23.8% to K2.3 billion (2022: K 1.9 billion) and 25.2% to 1,088,480 (2022: 869,464) (See Figure 12), respectively. India, Tanzania, Kenya and Zimbabwe remained the main recipient countries accounting for 51% of the total international outbound remittances (see Figures 13 and 14).

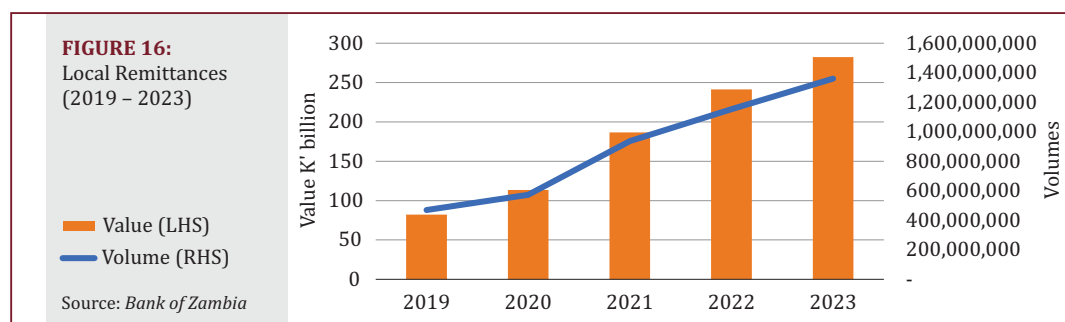


Zambia continued to be a net receiver of funds amounting to K2.6 billion (2022: K2.2 billion) as highlighted in Figure 15 below.

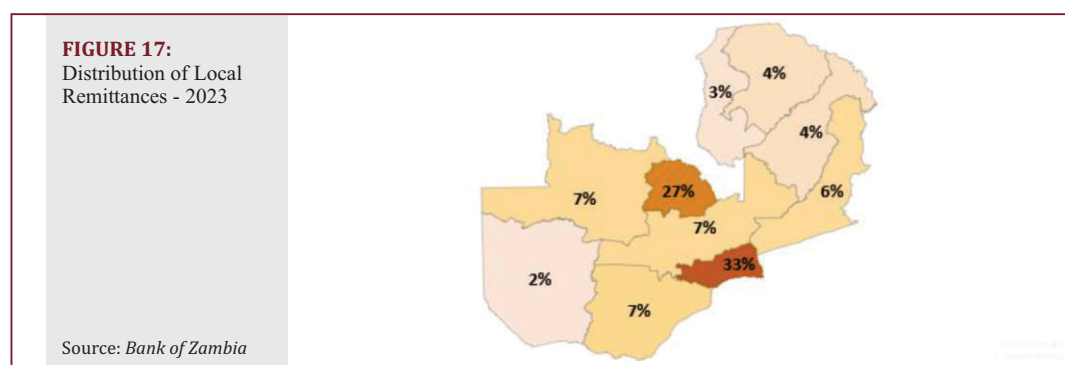


5.2.3.3 Local Remittances (Domestic Money Transfers)

The value and volume of local remittance transactions increased by 17.0% to K282.3 billion (2022: K241.2 billion) and 18.0% to 1,359,962,975 (2022: 1,152,518,273) as depicted in Figure 16. The increase in both value and volume of transactions was in line with the growth in mobile based transactions.

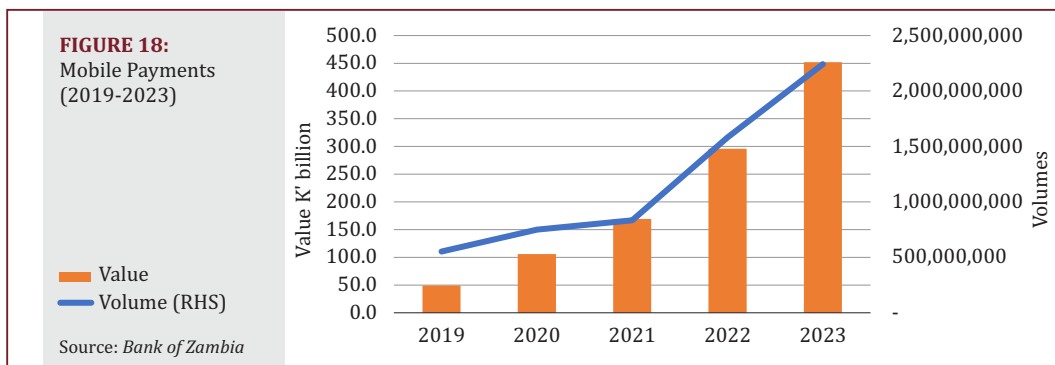


The Lusaka Province and the Copperbelt Province accounted for 60% of the total local remittances as depicted in figure 17 below.



5.2.4 Mobile Transactions

Mobile transactions continued to grow in 2023. The value and volume of transactions processed increased by 41.8 % and 52.8% to K452.0 billion (2022: K295.8 billion) and 2,242,443,898 transactions (2022: 1,581,355,224 transactions) respectively as shown in Figure 18. This continued to be largely due to measures taken by the Bank and other stakeholders to promote the use of digital payment channels through sensitisation campaigns and consumer education.

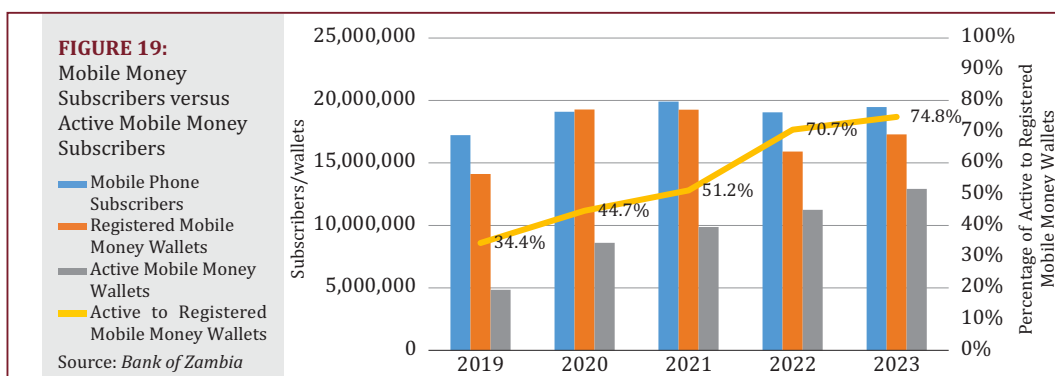


Mobile transactions continued to grow in 2023. The value and volume of transactions processed increased by 41.8 % and 52.8% to K452.0 billion (2022: K295.8 billion) and 2,242,443,898 transactions (2022: 1,581,355,224 transactions) respectively.



5.2.4.1 Mobile Money Subscribers versus Mobile Phone Subscribers

The total number of registered mobile phone subscribers in 2023 reported by the three mobile money operators increased by 2.3% to 19,477,324 (2022: 19,048,234) while the total number of mobile money subscribers increased by 8.6% to 17,290,646 (2022: 15,917,092). The number of active mobile money subscribers increased by 14.9% to 12,924,894 (2022: 11,246,686). Active wallets which are wallets that had customer-initiated transactions in the last 90 days constituted 74.8% (2022: 70.7%) of the total number of registered mobile money wallets, representing an upward trend as depicted in Figure 19.



5.2.4.2 Registered and Active Mobile Money Wallets by Province

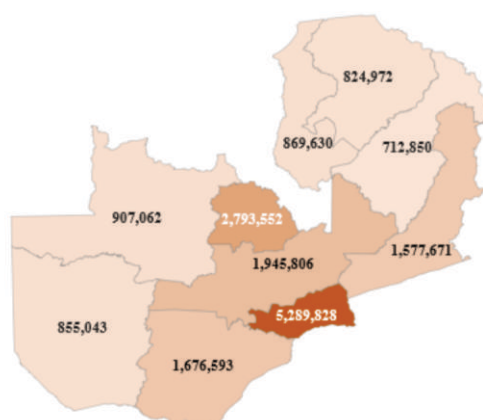
The distribution of registered and active mobile money wallets across the ten provinces is tabulated and depicted in table 8 as well as figures 20 and 21, respectively. Lusaka and Copperbelt Provinces had the highest number of both registered and active mobile money wallets.

TABLE 8: REGISTERED MOBILE MONEY WALLETS BY PROVINCE

Province	Registered Mobile Money Wallets	Active Mobile Money Wallets
Lusaka	5,289,828	4,157,650
Copperbelt	2,793,552	2,272,296
Central	1,945,806	1,478,648
Southern	1,676,593	1,217,721
Eastern	1,577,671	1,041,574
Northwestern	907,062	676,609
Luapula	869,630	571,165
Western	855,043	552,825
Northern	824,972	511,130
Muchinga	712,850	460,844
Total	17,453,007	12,940,462

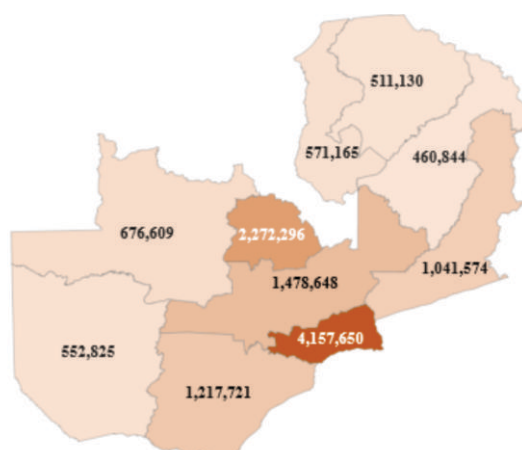
Source: Bank of Zambia

FIGURE 20:
Registered Mobile
Money Account
Holders by Province



Source: Bank of Zambia

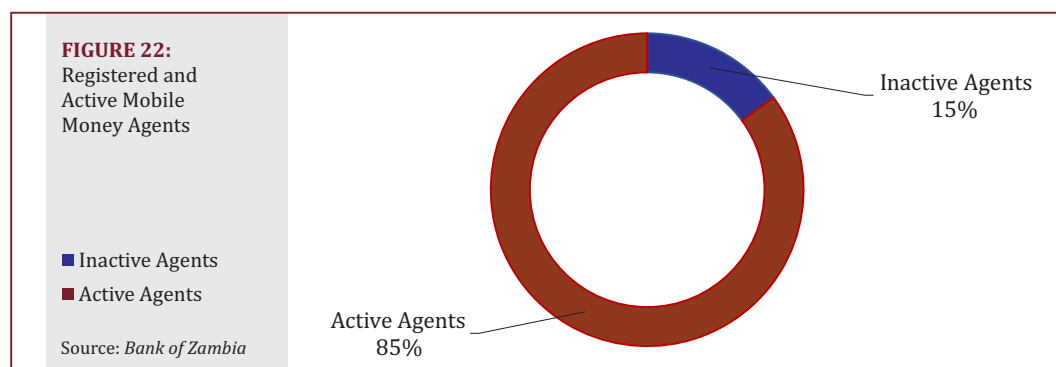
FIGURE 21:
Active Mobile Money
Account Holders by
Province



Source: Bank of Zambia

5.2.5 Registered and Active Mobile Money Agents

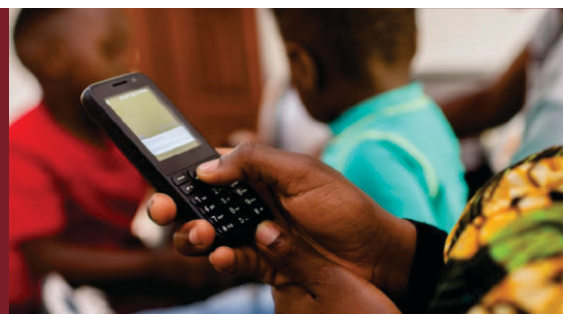
During the year 2023, the total number of Active Mobile Money Agents grew by the 37% to 340,053 (2022: 247,665). Registered Agents on the other hand marginally decreased by 2% to 399,879 (409,771). A total of 85% (2022 : 60%) of the registered mobile money agents were active at end of 2023 as depicted in Figure 22 below.



5.2.5.1 Cross Border Mobile Transactions

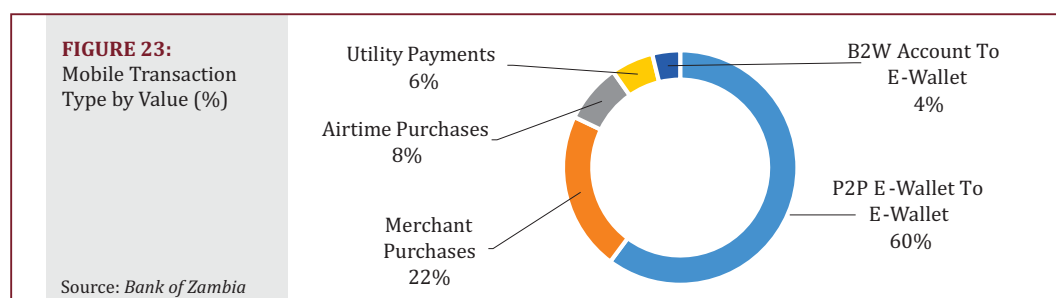
The value and volume of cross border mobile money transactions increased by 39.1% to K3.2 billion (2022: K2.3 billion) and 37.0% to 2.2 million transactions (2022: 1.6 million transactions). Inbound cross border mobile money remittances accounted for 76.6% (2022: 76.8%) and 62.2% (2022: 61.3%) of the value and volume, respectively. The inbound remittances continued to be mainly receipts from the United Kingdom and the United States of America.

Inbound cross border mobile money remittances accounted for 76.6% (2022: 76.8%) and 62.2% (2022: 61.3%) of the value and volume, respectively.

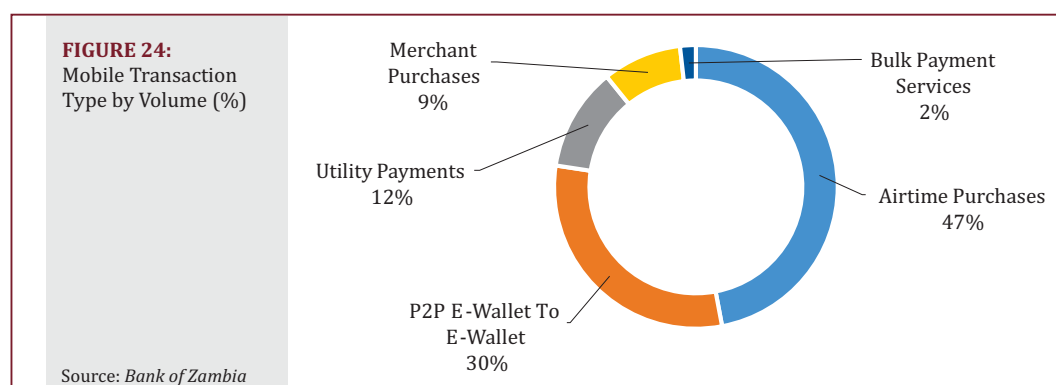


5.2.5.2 Mobile Transactions by Type

The total value of mobile transactions (Bank and Non-Bank based) in 2023 by type, shows that majority involved E-wallet to E-wallet transactions followed by Merchant Purchases as shown in Figure 23.



On the other hand, the volume of mobile transactions (Bank and Non-Bank based) by type, shows that the majority of transaction involved Airtime Purchases followed by E-wallet to E-wallet as shown in Figure 24.



5.2.5.3 Sex Disaggregated Data

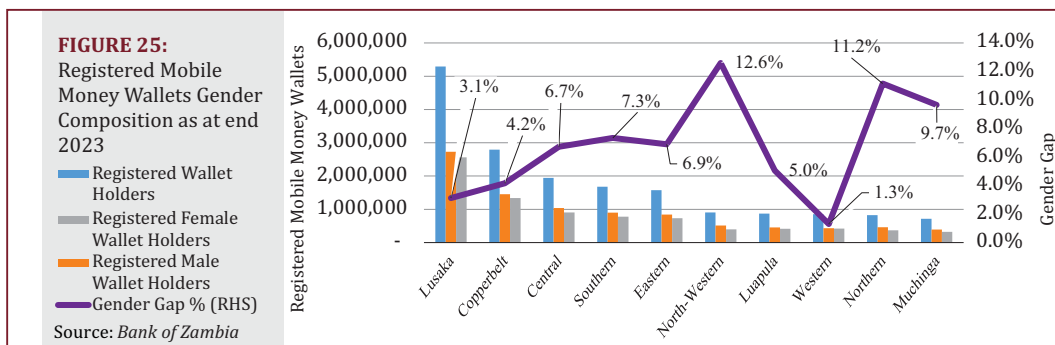
The Bank of Zambia uses sex disaggregated data for purposes of informing and revising its strategies and regulatory policies to close the identified gender gaps in financial inclusion. The gender distribution of mobile money electronic wallets for the year 2023 is shown in tables 9 and 10, as well as figures 25 to 28.

The overall gender gap on registered mobile money wallets ownership stood at 5.6% at the end of 2023, compared to 9.4% in 2022. North-western Province continued to record the highest gender gap at 12.6% (2022: 20.5%) while Western Province recorded the lowest gender gap at 1.3% (2022: Copperbelt Province at 5.2%).

TABLE 9: REGISTERED MOBILE MONEY WALLETS GENDER COMPOSITION BY PROVINCE AS AT END 2023

Province	Registered Account Holders	Registered Male Account Holders	Registered Female Account Holders	% Male Account Holders	% Female Account Holders	Gender Gap %
Lusaka	5,289,828	2,727,652	2,562,176	51.6	48.4	3.1
Copperbelt	2,793,552	1,454,897	1,338,655	52.1	47.9	4.2
Central	1,945,806	1,038,249	907,557	53.4	46.6	6.7
Southern	1,676,593	899,811	776,782	53.7	46.3	7.3
Eastern	1,577,671	843,211	734,460	53.4	46.6	6.9
Northwestern	907,062	510,647	396,415	56.3	43.7	12.6
Luapula	869,630	456,756	412,874	52.5	47.5	5.0
Western	855,043	433,085	421,958	50.7	49.3	1.3
Northern	824,972	458,484	366,488	55.6	44.4	11.2
Muchinga	712,850	390,834	322,016	54.8	45.2	9.7
Total	17,453,007	9,213,626	8,239,381	52.8	47.2	5.6

Source: Bank of Zambia

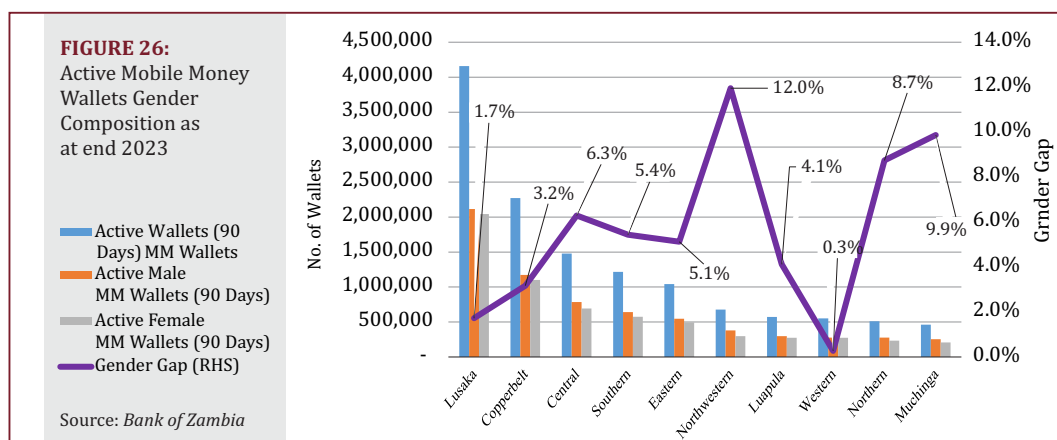


Active mobile money wallet ownership on the other hand showed an overall gender gap of 4.3% at the end of 2023 compared to 9.3% in 2022. Lusaka Province continued to record the highest number of active mobile money wallets at 4.2 million, compared to 3.1 million in 2022. Northwestern Province recorded the highest gender gap on active wallets at 12.0%, compared to 2022, where Central province had the highest gender gap of 20.2%. Western Province recorded the lowest gender gap at 0.3% compared to the lowest gender gap of 4.3% recorded for Lusaka Province in 2022.

TABLE 10: ACTIVE MOBILE MONEY WALLETS GENDER COMPOSITION BY PROVINCE AS AT END 2023

Province	Active Wallet Holders	Active Male Wallet Holders	Active Female Wallet Holders	% Male Wallet Holders	% Female Wallet Holders	Gender Gap %
Lusaka	4,157,650	2,114,994	2,043,382	50.9	49.1	1.7
Copperbelt	2,272,296	1,172,461	1,100,391	51.6	48.4	3.2
Central	1,478,648	785,934	692,865	53.2	46.9	6.3
Southern	1,217,721	642,040	575,803	52.7	47.3	5.4
Eastern	1,041,574	547,510	494,112	52.6	47.4	5.1
Northwestern	676,609	378,776	297,894	56.0	44.0	12.0
Luapula	571,165	297,367	273,826	52.1	47.9	4.1
Western	552,825	277,175	275,674	50.1	49.9	0.3
Northern	511,130	277,930	233,240	54.4	45.6	8.7
Muchinga	460,844	253,190	207,700	54.9	45.1	9.9
Totals	12,940,462	6,747,377	6,194,887	52.1	47.9	4.3

Source: Bank of Zambia

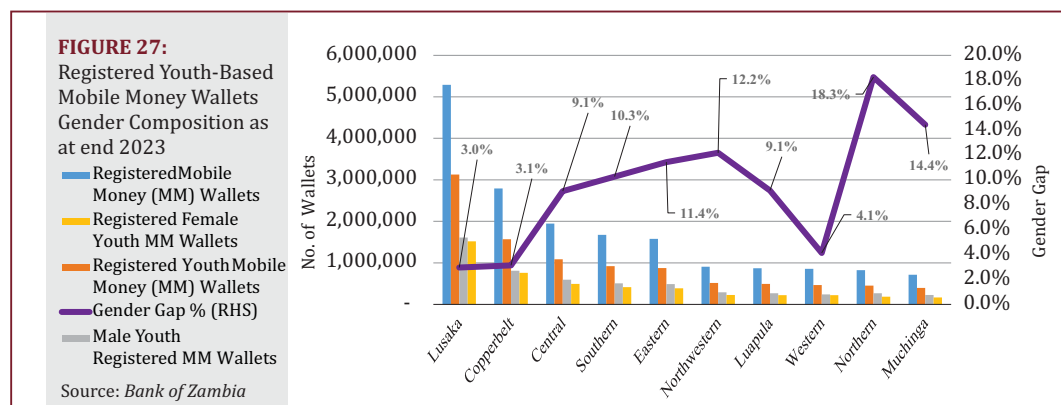


As at end 2023, 56.7% of the registered Mobile Money wallets were owned by youths (aged between 16-35 years) compared to 59.7% in 2022. Of these wallets, 5.3 million were owned by males (2022: 5.2 million) while 4.6 million were owned by females (2022: 4.2 million). There was an overall youth gender gap of 7.1% in 2023 as shown in table 11 and figure 27 (2022: 10.0%). Northern Province continued to record the highest youth gender gap at 18.3% (2022: 20.5%), while Lusaka Province had the lowest youth gender gap of 3.0% in 2023 (2022: Copperbelt Province, 4.1%).

TABLE 11: REGISTERED YOUTH-BASED MOBILE MONEY WALLETS GENDER COMPOSITION BY PROVINCE AS AT END 2023

Province	Registered Mobile Money (MM) Wallets	Registered Youths Mobile Money (MM) Wallets	Male Youth Registered MM Wallets	Registered Female Youth MM Wallets	Gender Gap %
Lusaka	5,289,828	3,129,222	1,610,946	1,518,276	3.0
Copperbelt	2,793,552	1,569,740	809,501	760,239	3.1
Central	1,945,806	1,085,836	592,315	493,521	9.1
Southern	1,676,593	921,098	507,831	413,267	10.3
Eastern	1,577,671	874,047	486,976	387,071	11.4
Northwestern	907,062	516,351	289,595	226,756	12.2
Luapula	869,630	492,819	268,949	223,870	9.1
Western	855,043	465,464	242,357	223,107	4.1
Northern	824,972	454,102	268,490	185,612	18.3
Muchinga	712,850	394,969	225,976	168,993	14.4
Totals	17,453,007	9,903,648	5,302,936	4,600,712	7.1

Source: Bank of Zambia

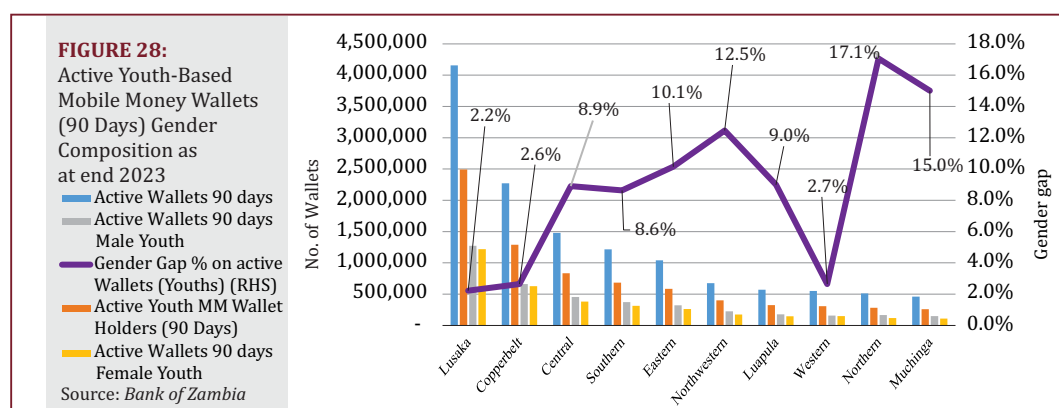


During the review period 57.7% of the active Mobile Money wallets were owned by youths (aged between 16-35 years) (2022: 59.7%). Of these wallets, 4.0 million were owned by males (2022: 3.7 million) while 3.5 million were owned by females (2022: 3.1 million) resulting in an active youth gender gap of 6.1% (2022: 8.9%). Northern Province continued to have the highest active youth gender gap at 17.1% (2022: 18.7%) while Lusaka Province had the lowest youth gender gap of 3.0% (2022: Copperbelt Province: 4.3%).

TABLE 12: ACTIVE YOUTH-BASED MOBILE MONEY WALLETS GENDER COMPOSITION BY PROVINCE AS AT END 2023

Province	Active Wallets 90 days	Active Youth MM Wallet Holders	Active Wallets 90 days Male Youth	Active Wallets 90 days Female Youth	% Male Youth	% Female Youth	Gender Gap % on active Wallets (Youths)
Lusaka	4,157,650	2,492,545	1,273,991	1,218,554	51.1	48.9	2.2
Copperbelt	2,272,296	1,290,867	662,526	628,341	51.3	48.7	2.6
Central	1,478,648	835,470	454,960	380,510	54.5	45.5	8.9
Southern	1,217,721	685,454	372,311	313,143	54.3	45.7	8.6
Eastern	1,041,574	585,704	322,574	263,130	55.1	44.9	10.1
Northwestern	676,609	401,601	225,831	175,770	56.2	43.8	12.5
Luapula	571,165	324,199	176,677	147,522	54.5	45.5	9.0
Western	552,825	306,778	157,458	149,320	51.3	48.7	2.7
Northern	511,130	282,601	165,414	117,187	58.5	41.5	17.1
Muchinga	460,844	258,800	148,826	109,974	57.5	42.5	15.0
Totals	12,940,462	7,464,019	3,960,568	3,503,451	53.1	46.9	6.1

Source: Bank of Zambia

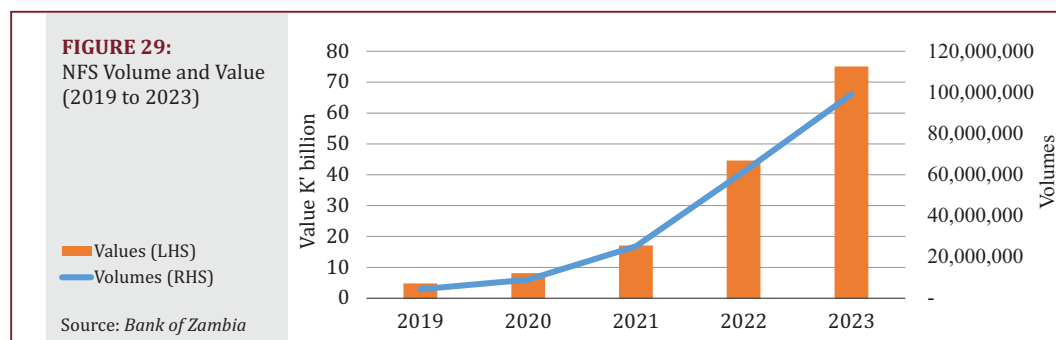


During the review period 57.7% of the active Mobile Money wallets were owned by youths (aged between 16-35 years) (2022: 59.7%). Of these wallets, 3.5 million were owned by females (2022: 3.1 million) resulting in an active youth gender gap of 6.1% (2022: 8.9%).



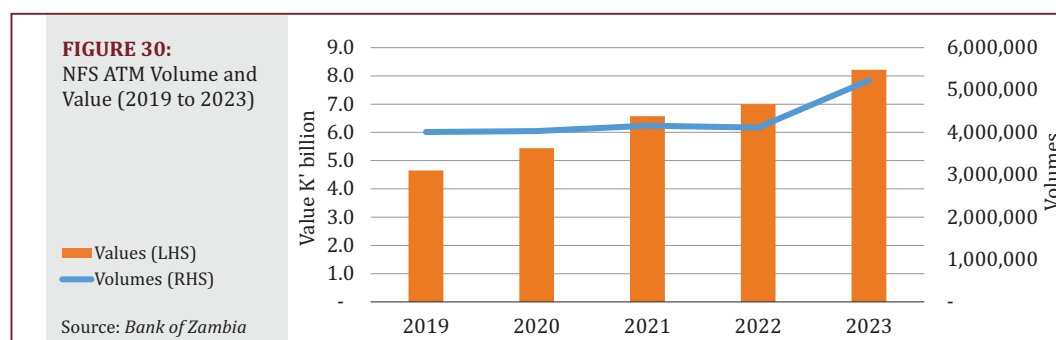
5.2.6 National Financial Switch

The value and volume of transactions processed on the National Financial Switch (NFS) increased by 68.3% to K75.1 billion (2022: K44.6 billion) and 61.4% to 99,102,560 (2022: 61,396,288) as shown in Figure 29. The increase in both value and volume was mainly on account of increased usage of mobile payments as result of the introduction of additional mobile payments use cases on the NFS and the continued adoption of DFS.



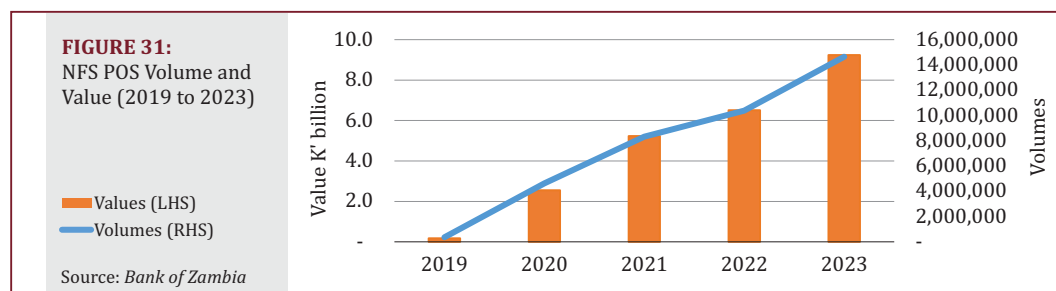
5.2.6.1 Automated Teller Machine (ATM) Transactions on the NFS

The value of volume of ATM transactions processed on the NFS increased by 17.4% to K8.2 billion (2022: K 7.0 billion) and 27.1% to 5,227,721 (2022: 4,111,682) as shown in Figure 30.



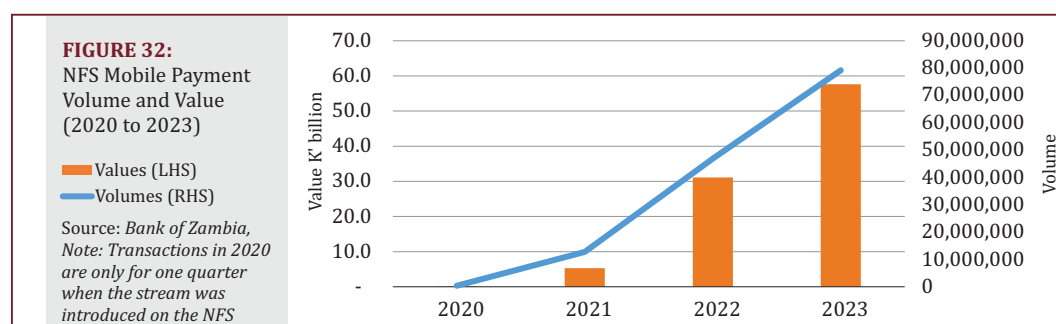
5.2.6.2 Point of Sale (POS) Transactions on the NFS

The value and volume of POS transactions processed on the NFS increased by 41.9% to K9.2 billion (2022: K6.5 billion) and 41.1% to 14,649,098 (2022: 10,385,564) as shown in Figure 31.



5.2.6.3 Mobile Money Transactions on the NFS

The value and volume of transactions processed on the NFS increased by 85.2% to K57.6 billion (2022: K31.1 billion) and 68.9% to 79,225,741 (2022: 46,899,042) as shown in Figure 32. The increase in mobile payments was on account of continued adoption of DFS.



5.2.6.4 Status of NFS use cases.

As at end of 2023, the total number of participants on the National Financial Switch (NFS) remained 28 with 23 live on E-Money, 18 live on POS and 17 live on ATM. The total number of participants in Pilot and UAT were as tabulated in table 13 below.

TABLE 13: STATUS OF PARTICIPANTS AS AT 31 DECEMBER 2023

Participants	Production	Pilot	UAT	Total
E-Money	23	8	2	33
ATM	18	1	0	19
POS	17	1	0	18

Source: Bank of Zambia

During the year 2023, the number of use cases increased to eight (8) (2022: six (6)). The total number of E-Money use cases implemented by participants in production, pilot and UAT were as tabulated in table 14 below:

TABLE 14: STATUS OF NFS USE CASES AS AT 31 DECEMBER 2023

Use Case	Production	Pilot	UAT	Total
Bank to Wallet	21	2	1	24
Wallet to Bank	21	5	1	27
Bank to Bank	16	0	1	17
ATM Cash Out	16	2	1	19
Agent Cash Out	11	0	1	12
Wallet to Wallet	11	4	0	15
Cash In	15	9	1	25
KYC	23	3	0	26
Total	134	25	6	165

Source: Zambia Electronic Clearing House Limited

5.3 Regional Cross Border Payment Systems

Regional Cross Border payments constituted payments made through the SADC Real Time Gross Settlement System (SADC-RTGS) and the COMESA Regional Electronic Payments and Settlement System (REPSS).

5.3.1

SADCR TGS

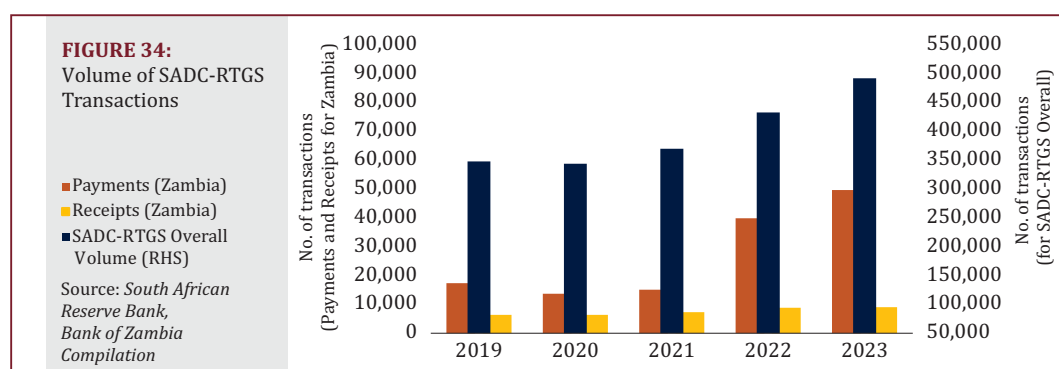
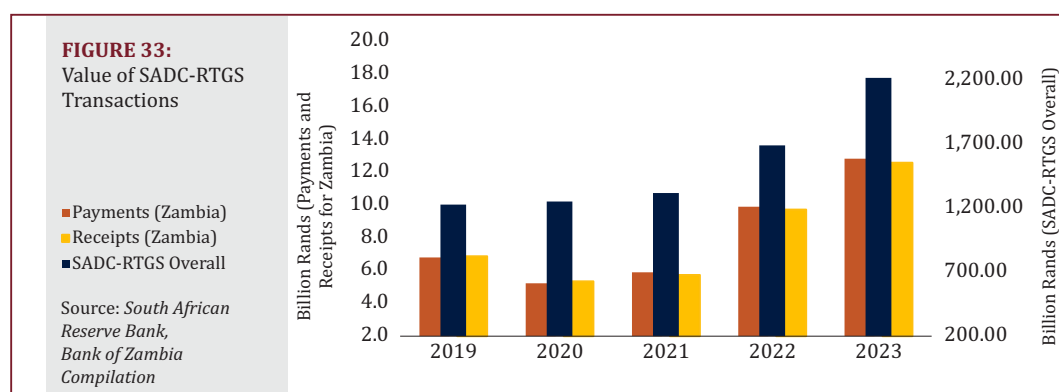
The value and volume of payments processed on the SADC Real Time Gross Settlement System (SADC-RTGS) by Zambian commercial banks increased by 29.6% and 24.7% to ZAR 12.9 billion in 2023, (2022: ZAR 9.9 billion) and 49,652 (2022: 39,820) respectively. On the other hand, the value and volume of receipts increased by 29.4% and 1.9% to ZAR 12.6 billion (2022: ZAR 9.7 billion) and 9,003 (2022: 8,836) respectively as depicted in Table 15.

TABLE 15: SADC-RTGS TRANSACTIONS (2019 TO 2023) VALUE (ZAR 'MILLION) AND VOLUME

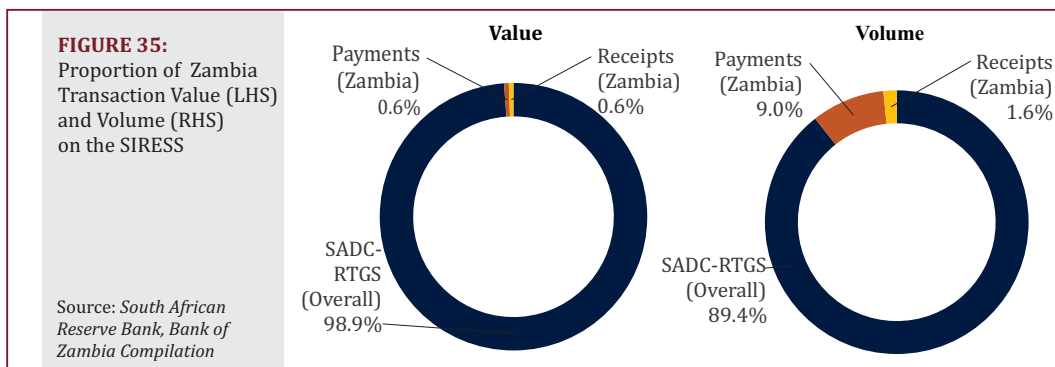
Year	Values			Volumes		
	Payments (Zambia)	Receipts (Zambia)	SADC RTGS (Overall)	Payments (Zambia)	Receipts (Zambia)	SADC RTGS (Overall)
2019	6,884.7	6,818.8	1,228,662.1	17,330	6,368	347,850
2020	5,240.8	5,356.1	1,252,589.8	13,703	6,355	343,659
2021	5,688.4	5,432.1	1,240,084.1	21,716	6,946	313,790
2022	9,919.3	9,743.5	1,691,532.5	39,820	8,836	432,496
2023	12,859.1	12,606.8	2,229,171.4	49,652	9,003	493,857

Source: South African Reserve Bank, Bank of Zambia Compilation

The trends in the value and volume of SADC RTGS transactions are depicted in Figures 33 and 34, respectively.



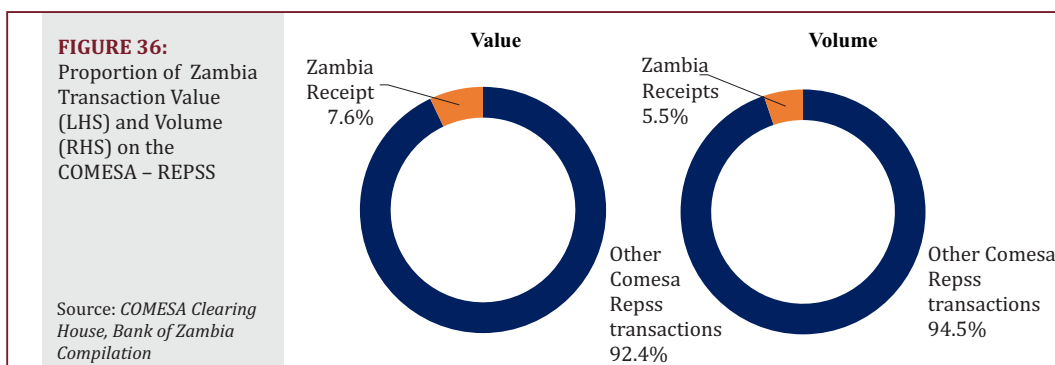
During the year 2023, the value and volume of Zambian Payments and Receipts accounted for 1.2% and 10.6 % of the overall SADC- RTGS transaction value and volume, respectively. This is as outlined in Figure 35.



5.3.2 COMESAREPSS

In 2023, the value and volume of transactions received by Zambian banks on the COMESA Regional Electronic Payments and Settlement System (REPSS) decreased to USD 8.4 million (2022: USD 11.8 million) and 87 transactions (2022: 111 transactions). There were no payments made from Zambia on this platform.

During the year 2023, the value and volume of Zambian Receipts accounted for 7.6% and 5.5% of the overall REPSS transaction value and volume, respectively. This is as outlined in Figure 36.



5.4 Currency In Circulation

Currency in circulation in the year 2023 grew by 13 % to K16.5 billion (2022: K14.6 billion) as depicted in Figure 37. The increase in currency demand, particularly in the second quarter, was mainly on account of payments related to crop marketing and social cash transfer.



Currency in circulation in the year 2023 grew by 13 % to K16.5 billion (2022: K14.6 billion)

FIGURE 37:
Currency in
Circulation
2018 – 2023

Source: Bank of Zambia

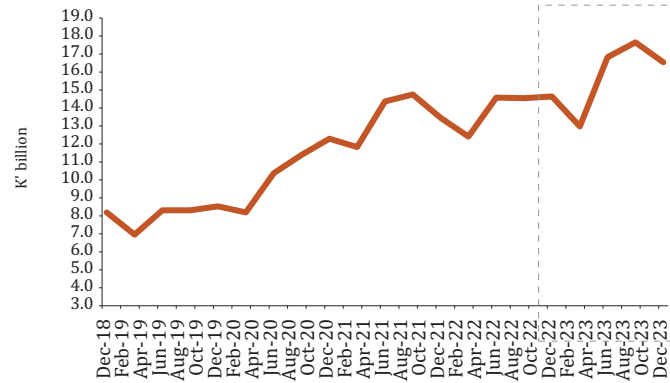


Table 16 below shows the breakdown of the total currency in circulation. The bulk of the currency was in banknotes accounting for 98.4 % (K16.3 billion) of the outstanding stock.

TABLE 16: CURRENCY IN CIRCULATION, 2021 – 2023

	Values (ZMW)			Pieces		
	2021	2022	2023	2021	2022	2023
Banknotes						
K100	8,679,596,100	9,851,003,950	11,746,750,500	86,795,961	98,510,039	117,467,505
K50	3,447,834,550	3,541,433,550	3,617,322,750	68,956,691	70,828,671	72,346,455
K20	719,089,420	613,346,780	471,362,460	35,954,471	30,667,339	23,568,123
K10	214,661,580	206,088,030	230,185,590	21,466,158	20,608,803	23,018,559
K5	122,235,765	148,614,770	156,434,830	24,447,153	29,722,954	31,286,966
K2	64,088,208	51,406,212	63,146,218	32,044,104	25,702,606	31,573,109
Coins						
K1	122,786,488	140,361,992	165,835,503	122,786,488	140,361,992	165,835,503
50N	70,279,428	79,874,429	82,914,232	140,558,856	159,748,858	165,828,464
10N	8,685,472	8,688,072	8,685,972	86,854,723	86,880,724	86,859,720
5N	3,723,059	3,737,759	3,737,759	74,461,189	74,755,189	74,755,180
Total	13,452,980,071	14,644,554,569	16,546,375,904	694,325,794	737,787,175	792,539,584

Source: Bank of Zambia

5.4.1 Mint Currency Issued into Circulation

In 2023, the Bank issued 223.0 million (2022:150.5 million) pieces of mint banknotes and coins into circulation, valued at K8.0 billion (2022: K3.9 billion) as shown in Figure 38 and Table 17. Most of the currency issued was in high value banknotes: K100 and K50, which accounted for 62.3% and 26.3%, respectively. The middle value (K20 and K10) and low value (K5 and K2) banknotes accounted for 11.1 % while coins accounted for only 0.3 % of the currency issued. (Figure 38 and Table 17)



In 2023, the Bank issued 223.0 million (2022:150.5 million) pieces of mint banknotes and coins into circulation, valued at K8.0 billion (2022: K3.9 billion)

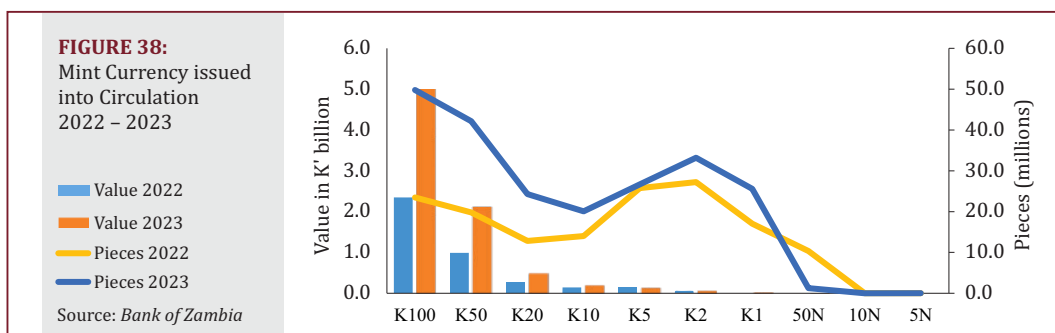


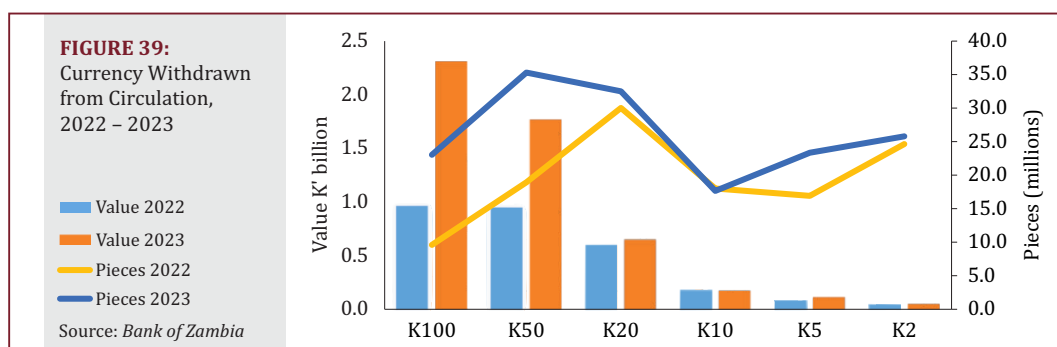
TABLE 17: MINT CURRENCY ISSUED 2021 – 2023

	Value (K)			Pieces		
	2021	2022	2023	2021	2022	2023
K100	1,713,000,000	2,348,900,000	4,978,800,000	17,130,000	23,489,000	49,788,000
K50	2,537,400,000	990,550,000	2,106,250,000	50,748,000	19,811,000	42,125,000
K20	831,500,000	256,120,000	485,700,000	41,575,000	12,806,000	24,285,000
K10	224,270,000	140,100,000	200,610,000	22,427,000	14,010,000	20,061,000
K5	101,060,000	128,805,000	133,365,000	20,212,000	25,761,000	26,673,000
K2	60,434,000	54,462,000	66,392,000	30,217,000	27,231,000	33,196,000
K1	6,638,000	17,052,000	25,559,000	6,638,000	17,052,000	25,559,000
50N	2,214,000	5,171,000	625,000	4,428,000	10,342,000	1,250,000
10N	0	2,800	0	0	28,000	0
5N	0	800	950	0	16,000	19,000
Total	5,476,516,000	3,941,163,600	7,997,301,950	193,375,000	150,546,000	222,956,000

Source: Bank of Zambia

5.4.2 Withdrawal of Unfit Banknotes

The Bank withdrew a total of 157.7 million (2022: 118.1 million) pieces of unfit banknotes from circulation in 2023 valued at K5.1 billion (2022: K2.8 billion). The bulk of the currency withdrawn in pieces (89.0 %) was in K100, K50, K20, K5 and K2 denominations as depicted in Figure 39 and Table 18).



For further trends of the various payment streams, including currency in circulation, during the period 2013 to 2023, see Appendix 1.

TABLE 18: CURRENCY WITHDRAWN FROM CIRCULATION, 2021 - 2023

	Value (K)			Pieces		
	2021	2022	2023	2021	2022	2023
K100	1,012,193,700	960,400,000	2,304,252,500	10,121,937	9,604,000	23,042,525
K50	935,440,025	946,500,000	1,765,350,275	18,708,801	18,930,000	35,307,006
K20	446,550,260	600,590,000	650,290,040	22,327,513	30,029,500	32,514,502
K10	149,650,050	180,280,000	176,546,030	14,965,005	18,028,000	17,654,503
K5	78,662,500	84,550,000	116,795,015	15,732,500	16,910,000	23,359,003
K2	41,654,006	49,290,000	51,580,007	20,827,003	24,645,000	25,790,004
Total	2,664,150,541	2,821,610,000	5,064,813,868	102,682,759	118,146,500	157,766,543

Source: Bank of Zambia

5.5 Financial Inclusion

In 2023, the Bank upheld its commitment to promoting digital financial services (DFS) through campaigns across the nation, under the theme 'Go Cashless'. This initiative was executed in partnership with various stakeholders such as the Zambia Chamber of Commerce and Industry (ZACCI), Financial Service Providers (FSPs) and the Zambia Information Communication Technology Authority (ZICTA). These were aimed at fostering the adoption and utilisation of DFS, advocating for merchant acceptance of digital payment channels, and equipping DFS users with the necessary knowledge to safeguard themselves against fraudulent activities and scams.

These efforts significantly enhanced public access to and usage of DFS. This was substantiated by a 14.9% increase in the number of active mobile money subscribers, which rose to 12,924,894 in 2023, up from 11,246,686 in 2022.

To further incentivise the sustained use of DFS, the Bank issued PSB Circular No. 02 of 2023, outlining the payment of mobile money rewards to eligible mobile money customers. The Circular mandates Electronic Money Issuers to disburse the mobile money rewards within fourteen days following the end of each quarter. The interest is now apportioned among e-wallet holders (30%) and e-money institutions (10%), with the remaining 60% being remitted to the Bank to fund industry-wide projects aimed at augmenting financial inclusion.

5.6 Consumer Protection and Welfare

As part of its oversight activities, the Bank continued to handle complaints escalated by consumers that were not satisfied with the resolution of the regulated entities. A significant number of complaints received related to mobile money transaction reversals.

Further, the Bank continued to conduct awareness campaigns, engaging various stakeholders within the payments ecosystem. To this end, the Bank organised specialised workshops and seminars for law enforcement agencies across the ten provinces. These educational events were designed to bolster their ability to tackle DFS-related fraud.

6.0 CONCLUSION AND OUTLOOK FOR 2024

In line with the NPS Vision and Strategy 2023 -2027, the Bank will continue to implement policies that support growth, modernisation, safety and efficiency of payment systems in Zambia. Key trends that the Bank will be monitoring and closely following include the continued innovation in the payment systems space and the global use of non-card-based products and services. The Bank will also continue to monitor developments in the market to enhance the resilience of the payments ecosystem, safeguard public interest and support innovation.

APPENDICES: PAYMENT SYSTEMS STATISTICS

Appendix I: Consolidated Statistics

CURRENCY IN CIRCULATION (2013 – 2023)

Year	Currency in Circulation (K 'million)
2013	4,600.8
2014	5,727.0
2015	6,347.1
2016	6,451.5
2017	7,315.3
2018	8,194.5
2019	8,526.6
2020	12,291.5
2021	13,452.9
2022	14,644.5
2023	16,546.4

VALUES OF SYSTEMICALLY IMPORTANT PAYMENT SYSTEMS (SIPS) (2013 – 2023)

Year	ZIPSS (K 'million)	Cheques (K 'million)	EFTs (K 'million)
2013	528,950.7	38,011.0	17,104.24
2014	657,203.2	39,185.3	20,908.1
2015	887,544.4	37,958.9	21,829.2
2016	723,489.3	35,530.2	24,451.1
2017	799,745.0	21,075.6	38,863.6
2018	968,306.0	12,417.0	59,689.0
2019	975,283.0	11,206.9	67,812.8
2020	1,053,189.4	9,295.4	78,017.4
2021	1,488,147.0	8,758.00	98,789.0
2022	2,185,143.2	8,502.8	115,247.9
2023	2,444,044.0	7,819.6	143,053.5

VOLUMES OF SYSTEMICALLY IMPORTANT PAYMENT SYSTEMS (SIPS) - (2013–2023)

Year	ZIPSS	Cheques	EFTs
2013	294,503	3,200,202	4,643,599
2014	319,836	3,184,446	4,955,572
2015	374,661	3,045,211	5,171,982
2016	388,176	2,807,390	5,297,462
2017	493,964	2,346,707	5,895,397
2018	573,071	2,040,530	6,952,305
2019	607,114	1,794,631	7,800,720
2020	708,946	1,401,153	8,181,743
2021	895,051	1,222,608	8,570,230
2022	1,165,531	1,255,734	9,403,971
2023	1,320,445	1,169,132	10,558,090

AUTOMATED TELLER MACHINES AND CARDS (2013 – 2023)

Year	No. of Automated Teller Machines (ATMs)	No. of Cards	ATM Transaction Values (K 'million)	ATM Transaction Volumes
2013	744	3,363,662	21,855.4	38,152,320
2014	896	3,994,592	28,403.7	43,926,555
2015	1,000	4,244,344	32,787.2	46,790,504
2016	1,045	5,365,835	38,066.4	47,081,469
2017	1,066	5,249,103	42,113.7	49,726,580
2018	1,104	3,915,905	45,582.5	44,726,867
2019	1,006	3,691,488	48,054.9	41,773,995
2020	1,032	3,369,505	50,124.8	37,051,708
2021	995	3,332,285	57,686.8	37,189,792
2022	989	3,086,693	59,397.4	33,012,608
2023	1,006	3,544,089	63,995.0	34,957,449

POINTS OF SALE MACHINES (2013 – 2023)

Year	No. of Point of Sale (PoS) Machines	Values of PoS Transactions (K 'million)	Volumes of PoS Transactions
2013	2,578	885.3	1,983,089
2014	3,266	1,551.8	2,937,453
2015	6,915	3,015.4	5,043,801
2016	9,356	4,948.4	8,103,127
2017	12,522	8,008.2	12,193,060
2018	13,090	13,459.3	18,409,724
2019	17,795	20,094.8	26,942,944
2020	22,822	35,234.9	33,981,488
2021	29,238	61,476.8	45,610,803
2022	39,159	111,356.6	60,141,253
2023	45,531	142,149.4	71,141,569

REMITTANCES (2013 – 2023)

Year	Remittances into Zambia		Remittances out of Zambia		Local Remittances		Total Remittances	
	Volume	Value (K'm)	Volume	Value (K'm)	Volume	Value (K'm)	Volume	Value (K'm)
2013	278,972	413.5	246,543	480.3	3,980,145	897.0	4,505,660	1,790.8
2014	297,135	462.6	274,168	545.8	9,484,650	1,559.6	10,055,953	2,568.0
2015	342,273	656.2	287,386	625.6	24,835,333	3,409.3	25,464,992	4,691.1
2016	370,466	794.8	249,488	664.9	47,111,023	6,369.6	47,730,977	7,829.3
2017	434,122	913.0	298,978	870.9	67,761,202	10,336.1	68,494,302	12,120.0
2018	502,368	1,144.5	341,474	1,009.0	303,728,843	45,539.5	304,572,685	47,693.0
2019	691,617	1,617.5	342,433	1,096.0	469,416,539	82,109.6	470,450,589	84,823.2
2020	828,108	2,473.4	402,541	1,174.8	572,655,310	113,453.6	573,885,959	117,101.8
2021	1,522,282	4,795.5	563,282	1,693.8	936,250,571	186,581.5	938,336,135	193,070.8
2022	1,602,602	4,117.8	869,464	1,888.9	1,152,518,273	241,232.4	1,154,990,339	247,239.0
2023	1,963,698	4,989.0	1,088,480	2,339.3	1,359,962,975	282,322.8	1,363,015,153	289,651.1

MOBILE PAYMENTS (2013 – 2023)

Year	Value (K' million)	Volume
2013	957.3	24,412,326
2014	1,574.4	35,457,948
2015	2,068.4	62,491,896
2016	3,561.1	105,934,181
2017	7,287.7	172,429,911
2018	22,191.6	303,955,243
2019	49,353.1	552,475,284
2020	105,815.1	750,514,157
2021	169,402.4	834,121,817
2022	295,828.1	1,581,355,224
2023	451,984.6	2,242,443,898

APPENDIX II: DESIGNATED ENTITIES AS AT 31 DECEMBER 2023

DESIGNATED PAYMENT SYSTEMS				
No.	Operator Institution	Payment system(s) designated to participate on	Date of Designation	Physical Address
1	Bank of Zambia	ZIPSS/RTGS	Apr-08	Head Office, Cairo Road, Bank square, P O Box 30080
2	Zambia Electronic Clearing House LTD	CIC/DDACC Clearing	Apr-08	ZEP-Re Business Park, LUS/37851/2 Alick Nkhata Road, Mass Media Lusaka, Zambia
3	eSwitch Zambia LTD	Switching services	Apr-08	2nd Floor – Office Number 205 Sunshare Tower, P.O Box 38138, Lusaka, Zambia
4	Cellulant Zambia LTD	Switching services	May-08	First Floor Pangaea Office Park, Stand No. 2374 Off Great East Road, Lusaka
5	Financial Transaction Services Zambia LTD	Switching	Apr-12	Plot 6, Chainama Road, Olympia Extension, P O Box No. 36679, Lusaka, Zambia
6	LinkNet Zambia LTD	Payment System	Jan-19	Premium House 4th Floor, Mboya Road, P.O. Box 37330
7	Real Pay Zambia LTD	Payment System - Direct Debit Solution/ Online Payment Card Acceptance	May-19	Stand No 4014A Frost Building, Lagos Road, Rhodes Park, Gallery Office Park,, P.O. Box 35139
8	NetOne Payment Systems LTD	Payment System	Sep-19	P.O. Box 37680, Plot No. 12553 Zambezi Road, Roma
9	PayNow Zambia LTD	Payment System	Sep-19	2nd Floor, Regus Arcades, Great East Road,
10	Digital Shared Services LTD	Payment System	Dec-19	6 Nyati Clause, Rhodes Park, Off Adis Ababa Road
11	Zynle Technologies LTD	Payment System	Jun-20	Plot 2374 Price Waterhouse Coopers Place, Thabo Mbeki Road, Lusaka
12	Probase LTD	Payment System	Aug-20	ZCCM-IH Office Park, Stand 16806, Alick Nkhata Road
13	Hobbiton Technologies LTD	Payment Aggregation	Apr-21	Plot 13 Lunsemfwa Road, Kalundu. PO Box 32350
14	Tumeny Payments LTD	Payment Aggregation	Dec-21	The Works, 35F Leopards Lane, Kabulonga, Lusaka
15	Primenet Solutions LTD	Payment Aggregation	Jul-22	Plot 35370, Garden Plaza, Thabo Mbeki Road, Lusaka, Zambia
16	Finclude Zambia LTD	Payment Aggregation	Sep-22	Plot No. 128/70, Off Palm Drive, Chelstone
17	Savannafin Technologies LTD	Payment Aggregation	Mar-23	4th Floor Premium House, Independence Avenue
18	Elipa Payment Solutions LTD	Payment Aggregation	Mar-23	11 Sable Road, Sable House, Kabulonga
19	Techmasters Zambia LTD	Payment Aggregation	Mar-23	Plot No 37861, Off Alick Nkhata Road, Mass Media Area
20	Olympus Tech Pay LTD	Payment Aggregation	Mar-23	Plot 8502, 21st Street, Natwange East, Kitwe
21	Nsano Zambia LTD	Payment Aggregation	Mar-23	Plot 6755 Chainama Road, Olympia Park
22	CirclePay LTD	Payment Aggregation	May-23	Sun Share Tower, Plot No. 15584/1, Katima Mulilo Road, Olympia
23	Goodfellow Digital LTD	Payment Aggregation	Jun-23	Plot 6082 Sibweni Road Northmead LUSAKA
24	Craft Solutions IT Zambia LTD	Payment Aggregation	Jun-23	110 Ibex Redhill Road, Lilanda Estates, LUSAKA
25	eFectivo Innovations LTD	Payment Aggregation	Oct-23	Block 4, Corporate Park, Alick Nkhata Road, Mass Media, Lusaka
DESIGNATED PAYMENT SYSTEM PARTICIPANTS				
No.	Name of Payment System Designated to Participate	Payment systems designated to participate on	Date of Designation	Physical Address
1	African Banking Corporation Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot 746B, Atlas Mara House, Corner Church & Nasser Road, P.O. Box 39501 Ridgeway
2	Bank Of China (Z) LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 2339, Kabelenga Road, P.O. Box 34550
3	Absa Bank Zambia Plc	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 4644 Elunda Park, Corner Tito Road & Nasser Road, Private bag E308, Lusaka
4	Citibank Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Citibank house, Plot No. 4646, Addis Ababa Roundabout, Corner Chikwa / Nasser Roads, P.O. Box 30037
5	First Alliance Bank	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 627, Alliance House Cairo Road, P.O. Box 33959
6	Indo Zambia Bank LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 1213/1214 corner of Great East Road and Addis Ababa Drive, P.O. Box 35411, Lusaka

DESIGNATED PAYMENT SYSTEM PARTICIPANTS				
7	Investrust Bank LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 190286, Ody's Park, Great East Road, P.O. Box 32344, Lusaka
8	Stanbic Bank Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 2375, Addis Ababa Drive, Rhodes Park, P.O. Box 31955, Lusaka
9	Standard Chartered Bank Zambia Plc	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot 108, Lusaka Chartered House Cairo Road
10	Zambia National Commercial Bank Plc	CIC, DDACC & ZIPSS/RTGS	Apr-08	Plot No. 33454, Cairo Road, P.O. Box 33611
11	Access Bank Zambia	CIC, DDACC & ZIPSS/RTGS	Oct-08	Plot 682, Cairo Road Northend, Lusaka
12	LTD First National Bank	CIC, DDACC & ZIPSS/RTGS	Jun-09	Stand No. 22768, Corner Great East / Thabo Mbeki Roads, P.O. Box 36187, Lusaka
13	LTD Ecobank Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Dec-09	Stand No. 22768, Corner Great East / Thabo Mbeki Roads, P.O. Box 30705, Lusaka
14	United Bank For Africa Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Mar-10	Stand No. 22768, Corner Great East / Thabo Mbeki Roads
15	First Capital Bank Zambia LTD	CIC, DDACC & ZIPSS/RTGS	May-11	Stand No. 30078, Corner Chilubi Road and Church Road, Fairview Area Lusaka. PO Box 32678
16	AB Bank Zambia LTD	CIC, DDACC & ZIPSS/RTGS	Aug-11	Plot No. 7393, Chainda Place, Off Cairo Road, P.O. Box 38173, Lusaka, Zambia
17	Zambia Industrial And Commercial Bank	CIC, DDACC & ZIPSS/RTGS	Oct-18	Longacres Mall, 5th Floor, Office Block Stand No. 27395 Alick Nkhata Road, Mass Media, P.O. Box 30228, Lusaka
DESIGNATED PAYMENT SYSTEM BUSINESSES				
No.	Payment Systems Businesses	Type of business designated to operate	Date of Designation	Physical Address
1	Necor Zambia LTD	Money Transmission Services	Jul-08	Plot 11456, NECOR House, Corner of Lubambe & Mwembeshi Road, Northmead
2	Zoona Zambia LTD	Mobile Payments (Mobile Payment services and money transmission services)	Sep-08	Plot No. 1 Chila Rd, Kabulonga, Lusaka, Zambia
3	Zambia Postal Services LTD (Zampost)	Western Union International Money Transfer (money transmission services), Local Money Transfer (money transmission services)	Sep-08	Corner of Moffatt & Broadway Provident House, P.O. Box 71845, Ndola
4	African Banking Corporation Zambia LTD	Money Gram International Money Transfer (money transmission services)	Sep-08	Plot 746B, Atlas Mara House, Corner Church & Nasser Road, P.O. Box 39501 Ridgeway
5	Zambia National Commercial Bank Plc	Money Gram International Money Transfer (money transmission services)	Sep-08	Plot No. 33454, Cairo Road, P.O. Box 33611
6	Cactus Money Transfers LTD	Western Union International Money Transfer (money transmission services)	Sep-08	4 Shibuchinga Close, Northrise, Ndola. PO Box 71144
7	Roraima Payment Systems LTD (Formally Known as Money Express LTD)	Money transmission services	Oct-08	Plot 6054, Sibweni Road, Northmead, Lusaka
8	Standard Chartered Bank Zambia Plc	Western Union International Money Transfer (money transmission services)	Oct-08	Stand No. 4642, Corner of Mwaimwena Road and Addis Ababa Drive P O Box 32238

DESIGNATED PAYMENT SYSTEM BUSINESSES				
9	Stanbic Bank Zambia LTD	Money Gram International Money Transfer (money transmission services)	Jan-09	Plot No. 2375, Addis Ababa Drive, Rhodespark, Lusaka
10	National Savings and Credit Bank	Proprietary Money Transfer (money transmission services)	Jul-09	P O Box 30067, Savers House Plot NO. 248B, Cairo Road, Lusaka, Zambia
11	Investrust Bank LTD	Money Gram International Money Transfer (money transmission services)	Jul-09	Ody's Building, Great East Rd, P.O. Box 32344, Lusaka, Zambia
12	Access Bank Zambia LTD	Western Union International Money Transfer (money transmission services)	Jul-09	Plot NO. 682, Cairo Rd, P.O. Box 35273, Lusaka, Zambia
13	Postdotnet Zambia LTD	Western Union International Money Transfer (money transmission services)	Oct-09	Suite 106, First Floor, Foxdale courts, Zambezi Road, Roma, Lusaka Zambia
14	Bayport Financial Services Limited	Mobile Payments Solutions (MPS) Money Transfer (money transmission services)	Dec-09	Plot No. 68, Bayport House, Independence Avenue, P.O. Box 33819, Lusaka
15	United Bank of Africa Zambia Limited	Money Gram International Money Transfer (money transmission services)	Dec-09	Stand No. 22768, Acacia Park CORNER of Great East Rd & Thabo Mbeki Rd, P.O box 36794, Lusaka, Zambia
16	Ecobank Zambia Limited	Western Union International and Rapid Transfer Money Transfer (money transmission services)	Dec-09	Plot NO. 22768 Acacia Park, CORNER of Great East Rd & Thabo Mbeki Rd, Lusaka, Zambia
17	Airtel Mobile Commerce Zambia Ltd	Mobile Payments (Mobile Payment services and money transmission services)	Mar-11	Airtel House, plot No. 2375 CORNER of Addis Ababa & Great East Rd, Box 320001, Lusaka, Zambia
18	First Capital Bank Zambia Limited	RIA International Transfers (money transmission services)	May-11	Stand No. 30078, Corner Chilubi Road and Church Road, Fairview Area Lusaka. PO Box 32678
19	AB Bank Zambia Limited	RIA International Transfers (money transmission services)	Aug-11	Plot No. 7393, Chainda Place, Off Cairo Road, P.O. Box 38173, Lusaka, Zambia
20	MTN Mobile Money Limited	Mobile Payments (Mobile Payment services and money transmission services)	Jan-12	Plot no. A2/55//609 Zambezi Road, Roma, Lusaka
21	Kazang Spargris Zambia Limited	Mobile Money	Mar-13	Shop NO. 3 Acacia Park, Arcades, Great East Road, Lusaka, Zambia
22	SmartPay Solutions Limited	Mobile Payment services	Mar-13	4 Bishop Office Park Plot 377A Bishops Road, Kabulonga, Lusaka,
23	Zambia National Building Society	Proprietary Money Transfer (money transmission services)	Dec-14	3rd floor, Century House, cairo road P.O. Box 30420, Lusaka, Zambia
24	Madison Finance Company Limited	Mobile Payment services	Dec-14	Plot 1014 Evexia Building, Church Road, P.O. Box 34366, Lusaka, Zambia

DESIGNATED PAYMENT SYSTEM BUSINESSES				
25	Zamtel Mobile Money Limited	Mobile Payments (Mobile Payment services and money transmission services)	Feb-15	Zamtel Kwacha House, Plot 8, Suez road, P.O Box 37000, LUSAKA
26	Mukuru Money Transfers	Money transfer	May-15	Farmers House, Building, Shop 4 Central Park, Cairo Road, Lusaka, Zambia
27	Speedpay Zambia LTD (Formally Known as Mobile Payments Limited)	E-Money issuance	Sep-15	Villa 10 Cresta Golf View Grounds, Lusaka
28	Broadpay Zambia Limited	Payment services	Sep-15	Piziya House, Plot 2374 Thabo Mbeki Rd, Lusaka, Zambia
29	Cgrate Zambia LTD	Payment services	Mar-16	Plot 35214, Alick Nkhata road, Kalingalinga, Lusaka
30	Finca Zambia LTD	Money Transfer Services	Jul-17	Plot No. 609 Zambezi Road, Suite 111 Foxdale Court, P.O. Box 50061, LUSAKA.
31	Virtual Space Zambia LTD	E-Money Issuance and Money Transfer Services	Feb-18	Plot 34774, Alick Nkhata Road, Mass Media, Lusaka
32	Union FiftyFour LTD (Formerly known as Zazu Africa LTD)	E-Money Issuance/ Pre-paid Cards	Sep-18	Counting House, Unit C, Thabo Mbeki Road, Lusaka
33	SamAfrica Online Zambia LTD	E-money issuer - web based	Jan-19	SamAfrica Online Zambia Limited, Unit B, Jacaranda Mall, P.O. Box 71451, Ndola
34	LendmePay Zambia Limited	E-money issuer	Oct-19	Plot 2 Office 2B, Kabulonga Road, Lusaka
35	MyPay Zambia LTD	E-money issuer	Aug-20	4th Floor-Finance House, Heroes Place, Cairo Road, P.O. Box 34376, Lusaka
36	Serengeti Technologies LTD	E-money issuer, Payment services	Sep-20	Stand No. 4897 Los Angeles Boulevard, 2nd Floor Office Complex, Longacres, Lusaka
37	Redstone Zambia LTD	E-money issuer, Payment services	Dec-20	4 Bishop Office Park Plot 377A Bishops Road, Kabulonga, Lusaka
38	Instapay Africorp LTD	Money Remittance Services	Feb-21	5 Mwaimwena Road, Rhodes Park, P.O. Box 50116 Lusaka, Zambia
39	Paycode Zambia LTD	E-money Issuer	Apr-21	86 Independence Avenue, P.O. Box 32115, LUSAKA
40	Nanosoft Code Zambia LTD	E-money Issuer	Jun-21	Plot No. 2204, Nationalist Road, Libala South, Lusaka
41	Smilefin Technologies LTD	E-money Issuer	Jul-22	3rd Floor, CHAZ House, Plot 2882/B/5/10 Mission Drive, Waterfalls, Lusaka,
42	Izwe Loans Zambia PLC	Payment services	Sep-22	Plot 873, Corner of Addis Ababa and Katembo Road, Rhodespark, Lusaka
43	Jabu Wallet Ltd	E-money Issuer	Mar-23	Plot No. 12592 Chinika Road, Industrial Area
44	Monyglob PTY Zambia Limited	Money Remittance Services	May-23	Plot 29389 Makeni Road, Makeni
45	Mytalu Zambia LTD	Money Remittance Services/E-money Issuer	Jun-23	8th Floor – Office Number 205 Sunshare Tower, P.O Box 38138, Lusaka, Zambia
46	Pulse Financial Services LTD	Payment services	Sep-23	1st Floor, Saturnia House, Dunduza Chisidza Crescent, Lusaka
47	LOLC Finance LTD	Payment services	Sep-23	Green City Office Park, Danny Pule Road, Lusaka
48	Lupiya Pay LTD	Payment services	Sep-23	Unit 11, Off Great East Road, Arcades, Pangea Office Park, 2nd Floor, Lusaka Province, Zambia



