

## **PRESENTATION BY DR. J. P. MANGUDYA, GOVERNOR, RESERVE BANK OF ZIMBABWE ON FINANCIAL INCLUSION THROUGH ONLINE SHOPPING AT THE ZIMSELECTOR.COM LAUNCH AT THE VENUE ON 4 JUNE 2015**

### **1. WHAT IS FINANCIAL INCLUSION?**

- Financial inclusion or inclusive financing is the delivery of financial services at affordable costs to sections of disadvantaged segments of society.
- Its objective is to make financial services available to people.
- Availability means low barriers to entry and low cost of financial services.
- Barriers to entry in the form of physical distances to the financial service centres, income levels, etc

### **2. WHAT IS AND WHO IS ZIMSELECTOR.COM**

- a) The ZimSelector.com. platform (or an aggregator) is an internet based financial solution which is being used as a distribution channel for financial services or products for local and international users. Products offered include banking, insurance, etc.
- b) ZimSelector.com is a wholly owned subsidiary of African Aggregator Services (Pvt) Limited.
- c) ZimSelector.com is led by Luke Ngwerume as Chief Executive Officer, Zelina Francis as Business Development Director and a team of technology and financial services professionals.

### **3. ZIMSELECTOR.COM**

ZimSelector.com is therefore an important platform for enhancing financial inclusion in the sense that it is promoting the availability of financial services to both locals and those in the Diaspora at competitive pricing.

- I am informed that [ZimSelector.com](http://ZimSelector.com) is the first financial services aggregator platform in Zimbabwe and that in its current offering is the first one of its kind in Africa.

- The platform has been designed and developed to very high standards and compares very favourably with the more established aggregator platforms in the more advanced economies.

#### **4. BUSINESS MODEL**

- a. The competitive selling of financial products online
- b. ZimSelector.com is providing a commission based product where they only make money after a sale has been completed through their platform.
- c. The other additional charges to the participating financial institutions include a once off development fee and maintenance fees.

#### **5. FINANCIAL MODEL**

- a) ZimSelector.com has partnered with three payment systems service providers in order to offer its customers different payment options.
- b) Domestic cards transactions will settle through CABS on the ZimSwitch platform, international card transactions will settle through CBZ Bank as the merchant acquirer and a Pay4App is available for EcoCash mobile transactions. All transactions are passed into their trust account which is held at Stanbic Bank.
- c) The unique attributes of ZimSelector.com includes:
  1. 24 hour access to the platform which allows customers to shop for and obtain quotes for desired financial products and conclude a purchase all online.
  2. 365 day access and from anywhere in the world.
  3. Guaranteed uptime of above 99.9%.
  4. The availability of financial products from highly reputable and well established and trusted financial brands in Zimbabwe.

- d) The platform is therefore well aligned to the RBZ's policy of financial inclusion and as an important platform for those in the Diaspora to invest back home.
- e) This platform resonates very well with the current trends in ICT.
- f) Any innovations which involve the mobilization of financial resources like ZimSelector.com is worthwhile supporting because the country needs resources for economic growth.
- g) Investments that have been made in the ICT sector need to be exploited and that is what ZimSelector.com is doing. This means therefore that these investments are leveraged to the maximum. There are plans to optimize the ZimSelector.com platform for mobile telephone usage which can broaden access to financial products by the public.
- h) The plans to add complimentary products on the platform will create a broader offering to the customers.
- i) The brands that are participating on this platform are to be congratulated for their willingness to be transparent and also for their commitment towards simplifying products. The participating institutions include:
- CABS,
  - CBZ Bank,
  - CIMAS Medical Aid Society,
  - Old Mutual Insurance Company (formerly RMI),
  - Old Mutual Group
  - NICOZ Diamond Insurance Company,
  - Fidelity Life Assurance Group, and
  - Zimnat Insurance Group

## **6. CONCLUSION**

In conclusion, I would like to congratulate Mr Luke Ngwerume, Ms Zelina Francis and the entire team at ZimSelector.com for good entrepreneurship in developing ZimSelector.com for the shopping of financial services online. This is an important milestone in Zimbabwe and a significant contribution to the knowledge economy in which growth is dependent on the quantity, quality and availability of information rather than the means of production.

Makorokoto, Amhlope, Congratulations

I Thank You