WHO WE ARE: UNITED BANK FOR AFRICA (UBA)

1. United Bank for Africa (UBA) is an African Global bank that was established in 1948.


5. UBA Zambia offers a wide range of Banking products and financial services to corporate, retail & Govt. agencies through a variety of delivery channels in public sector, our specialized subsidiaries & areas of investment banking, Retail & private Banking.

6. UBA group enjoys a strong image as one of the best IT driven Banks in the continent which it strives to maintain as a permanent position in the market place.
2016/2017 FISP PROJECT - FEEDBACK

- Delayed payments for FISP cards production
- Delayed funding of FISP beneficiary farmers’ cards
- Transparency and compliance:
  - Not all FISP cards were EMV complaint as required by BOZ, hence UBA agro dealers lost out on business because all UBA POS only allow EMV compliant cards

INFORMATION FLOW AMONG ALL PARTNERS:

- Mobile numbers for beneficiary farmers most of them were not provided hence delay in receiving notifications when cards are funded.
- Knowledge gap: Farmers using wrong pins hence cards being blocked.
- Farmers not following the right procedure when they have Pin reset queries.
RECOMMENDATION

- More Sensitisation to the Farmers and general Public on the FISP Project
- Early start
- More Collaboration among partners
- Prompt and proactive funding
- Improved communication among participating partners
- Use none EMV compliant Cards by some partner for the project causing lot complaints, dissatisfaction and complain by the farmers as they had to go from POS machine of one bank to another seeking where to use their cards to make purchases
THANK YOU