

## THE MONTH OF MAY CAME WITH EXCITING NEWS FOR PAYZ AND ITS MEMBERS!

The month of May came with exciting news and opportunities not just for PAYZ but its members too!

Among the issues to look forward to include; the coming in of the newest team member at PAYZ in order to serve our members more efficiently and timely. We are equally excited to highlight one of our members that has achieved admirable milestones in the digital finance payment systems industry.

This issue will also cover some trending news around the world on innovation, opportunities, and emerging issues surrounding the digital payment systems platforms.

### THE PAYZ NEWSLETTER

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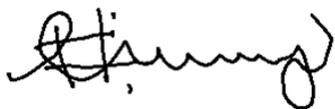
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# FOREWORD FROM THE CHAIRMAN

We are glad to announce the publication of our second edition of the PAYZ Newsletter. We are thrilled to mention that the process leading to the creation of this great piece of work provided an opportunity for the Association to get to appreciate the various issues surrounding the digital financial systems (DFS) space especially in Zambia.

As you take the time to read through this Newsletter, we hope that you will find the information here insightful and relevant for you as a player in the DFS industry or as a consumer of the many products and services that our members continue to provide.

As an Association, we continue to echo our commitment and dedication to providing excellent administrative support and governance on matters that are of interest to all our members. It is our desire that through this platform and many other avenues that the Association employs to carry-out its mandate, members of the Association will continue to share information, accelerate innovation and champion the growth of the DFS industry in the country. I wish you all a happy and insightful read!



Mr. Gilbert Lungu  
Chairperson: Payments Association of Zambia



# PAYZ AT THE HEART OF INNOVATION

The advent of the COVID-19 pandemic has come with its own devastating effects on the global economy and Zambia has not been spared. However, it is our strong belief that despite having experienced negative effects of the pandemic, our members soared above the tide and challenged themselves to be innovative by creating new products and services that members of the Zambian community have been able to utilize for their benefit.

It is through the creation of these new products and services that Zambia can be said to be recording tremendous progress and growth in the DFS industry. Through avenues such as mobile money payment platforms as well as points of sale (POS) innovations, Zambians have continued to conduct business and transact amidst restrictions on movements and cross-border trading imposed as a result of the pandemic. Once again, the DFS industry has continued to prove itself relevant especially in these times of the pandemic.

As an Association, we are proud of the successes our members have been able to achieve and we will continue to offer administrative support to all our members as we endeavor to contribute towards the attainment of the national financial inclusion agenda's objectives and goals.



**MARA Z. MICHELO**  
**PAYZ ADMINISTRATOR**

# ZOONA IN THE SPOTLIGHT!

Zoona has been operating since 2009 and has since grown to serve over 3 million consumers, create over 4500 jobs and transact over \$2.8 billion dollars.

Having evolved in order to keep up with the fast paced consumer market in Zambia, Zoona is now a fully interoperable financial services distribution network, providing Cash In and Cash Out services for the majority of all financial service providers, Mobile Network Operators and Banks in Zambia as well as providing Domestic and International money transfers.



"Visit one of our 700 outlets today and experience the great new products available at Zoona, such as, Airtel Money, MTN MoMo, Atlas Mara, Mukuru and Z-Code, at no cost."

## A MESSAGE FROM THE CEO - ZOONA

**BRETT MCGRATH**

Zoona has an exciting year ahead. Starting with the imminent arrival of FNB and ZICB Cash In/Out at Zoona, followed by more new products such as Zanaco, Stanbic and Ecobank arriving later in the year, thanks to the National Financial Switch and Tilt.

Zoona will continue to take part in key government projects such as the SWL and SCT, whilst also looking to build on its success in the last 2020 FISP season.

## MEET PAYZ' NEWEST TEAM MEMBER



The Payments Association of Zambia is pleased to announce the coming in of Robert Phiri who shall serve in the capacity of Administrative Assistant.

Robert brings to the table a six year background in providing mid and senior level administrative support. With Robert joining the team, members should expect timely and efficient service.

We take this opportunity to welcome him and wish him success while with us.



## JUNE CALENDAR

- PAYZ Executive Committee Elections: 11th June 2021

- **WEBINAR ON REGULATORY SANDBOX: LOADING..**

- Best Practices Interface Meeting: 23rd June

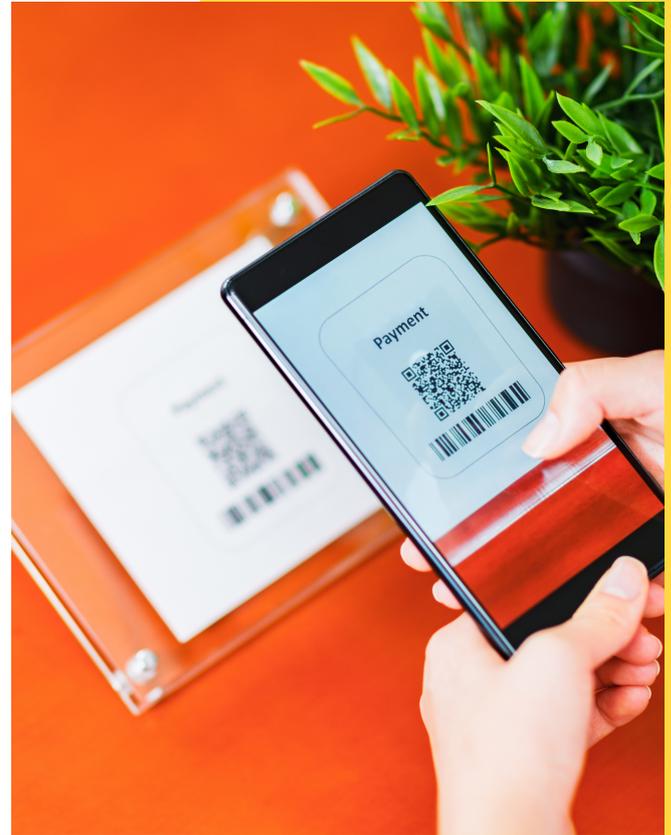
# INTERNATIONAL NEWS

## QR Codes And Digital Wallets Are Gaining Popularity Fast Among Consumers

by Peter Lucas for Digitaltransactions.net

Quick Response codes are one of the many payment options to flourish as consumers embrace digital and contactless payments in the wake of the Covid-19 pandemic, says a report from Blackhawk Network Inc.

Of the 13,000 respondents surveyed across nine countries representing nearly half of the world's card-payment volume, 18% say they used a QR code or barcode for payment for the first time during the pandemic, and 40% say they are using them more frequently. The technology is also catching the attention of consumers who do not use the technology, with 30% of non-users saying they are interested in using QR codes or barcodes for payment.



In general, consumers have readily embraced digital payment options since the pandemic hit, with 69% of respondents saying they shop more frequently at merchants that accept digital payments and 54% saying they spend more when they have the option to pay digitally. In addition, 63% say they are more likely to shop at a retailer if they accept the digital payments they use, and 73% say they want to be able to pay the same way they pay online and in-store.

**Despite consumers' preference for digital wallets, hurdles to widespread adoption remain, the report says. Difficulty using the technology is the biggest issue, with 50% of respondents saying that lack of mainstream acceptance creates friction when it comes to using the technology.**

Read entire article on <https://www.digitaltransactions.net/qr-codes-and-digital-wallets-are-gaining-popularity-fast-among-consumers/>

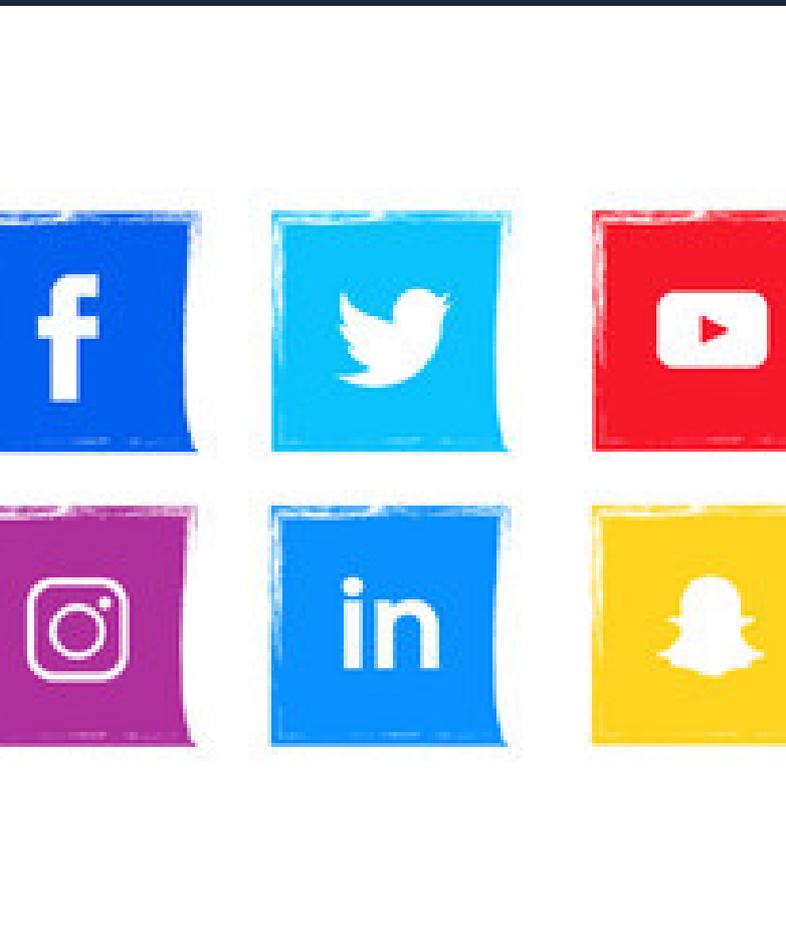


## GROW YOUR NETWORK AND DEVELOP EVEN MORE BY SUBSCRIBING TO BE A PAYZ MEMBER!

### Benefits for being our member:

1. Enhanced social media presence and media coverage for your business
2. Access to our industry-specific Webinars and Zoom meetings
3. Exciting interaction with other industry players for information sharing
4. We are simply about fostering innovation in the DFS industry. So sign up!

**Remember: IT PAYS TO BE A PAYZ MEMBER!**



WE LOVE HEARING FROM YOU! DO GET IN TOUCH WITH US

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