ZICB



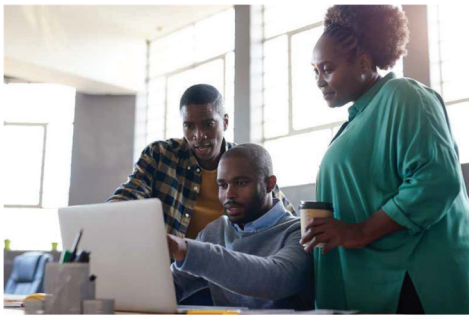
Making tomorrow possible!

2026 Company Profile

Zambia Industrial Commercial Bank Ltd

(A registered commercial bank)





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Banking solutions to help you grow your business.

MSME Banking

Introduction

Zambia Industrial Commercial Bank Limited (ZICB) was incorporated on 31st August 2017 and opened to the public on 1st August 2018. The Bank was created with a vision to contribute towards Zambia's economic development with a focus on industrialisation and commercialisation of local business enterprises.

The Bank is 100% locally owned and its key shareholders include the National Pension Scheme Authority (NAPSA) through its investment company - NAPSA Investment Holding Limited (NAPSA-IH), the Industrial Development Corporation Limited (IDC), and the Workers' Compensation Fund Control Board.

Shareholding structure

NAPSA Investment Holdings limited (NAPSA-IH)	64.27%
Industrial Development Corporation (IDC)	30.21%
Workers Compensation Fund Control Board	4.74%
Mahdi Manufacturing Ltd	0.30%
Guardian Insurance Brokers	0.24%
Davies/Angela Kabuswe	0.23%

Supporting the Industrialization and commercialization of the Zambian economy.

+Our Vision

To be the preferred bank in our chosen segments supporting commercialisation, industrialisation and growth of our customers.

+Our Mission

To support our customers' wealth creation and growth through provision of customer centric banking solutions to our chosen segments pivotal to commercialisation and industrialisation of the Zambian economy.

+Our Focus

ZICB has been set up for the primary purpose of supporting the growth of local businesses. The Bank will also extend support to its corporate clients' value chain predicated by its relationship with the corporate.

Our Values

We are driven by Responsiveness, Innovation, Teamwork, Trust, Teamwork and Excellence. These values guide us in delivering solutions that satisfy and delight our customers. We always aim to live up to these values in our work, from design to support. That's how we make tomorrow possible for our customers.



We invest in our staff because we believe people are our greatest asset and our brand ambassadors.

The Board of Directors



Mr. Danny Luswili

Non-Executive Director

Mr Luswili has over thirty years' experience in the fields of accounting and finance, administration, risk management, bank operations, money laundering, financial crime control, compliance risk management and strategy formulation and implementation. He holds a bachelor's degree in Accounting and Finance (B. Acc), and a Master of Science in Strategic Business Management (M. Sc). He is a Fellow member of the Zambia Institute of Chartered Accountants (ZICA), Fellow of the Chartered Institute of Management Accountants (CIMA), member of the Chartered Institute of Public Finance Accountants (CIPFA) a Fellow of the Institute of Directors in Zambia (FIoDZ) and of the Chartered Global Management Accountants (CGMA). He previously worked for various companies in the agriculture, research, manufacturing, banking and financial sectors at senior executive positions. He is a shareholder and director in LMD Management Consultants Limited, a private firm of professional management consultants specializing in accounting, tax administration, debt collection and business consultancy training, corporate governance, and business restructuring.



Mr. Isaiah Chindumba

Non-Executive Director

Mr Chindumba has over thirty years of commercial banking and Information Technology experience both at local and international levels. He previously sat on the board of a regulated financial institution in three countries in the region. He worked for Commercial Bank of Rwanda, now IM Bank Rwanda Limited, as Chief Operating Officer in Kigali, Rwanda. Before that he worked for Citi Bank Zambia Limited as Resident Vice President, Country Legal and Compliance Officer, and Chief of Staff. He also held the positions of Assistant General Manager and Senior Branch Operations Officer, Manager Operations, and Head of Administration and Treasury Operation.



Mrs. Theresa Liswaniso Kampata

Non-Executive Director

Mrs. Kampata is currently employed as Principal Counsel at the Ministry of Justice, in the Department of International Law and Agreements. Mrs Kampata was seconded by the Ministry of Justice to the Zambia Development Agency as Board Secretary/Director Legal from January 2021 to June 2023. Up until November 2019, Mrs. Kampata was the Company Secretary for First National Bank Zambia. Her previous roles in the bank were: (i) Head: Governance, Risk & Compliance (2009 to 2015); and (ii) Company Secretary & Head Legal (2015 to March 2017) culminating in ten (10) years of executive level work experience in the Banking Sector. Mrs Kampata has also worked as Legal Officer - Zambia Revenue Authority (ZRA), Assistant Legal Counsel (Project and Commercial) – Copperbelt Energy Corporation, Legal Officer - Development Bank of Zambia, an Advocate at Lukona Chambers, a State Advocate – Attorney General's Chambers and as a Learner Legal Practitioner – National Legal Aid Clinic for Women

Mrs Kampata is an Advocate of the High Court for Zambia with over twenty-five (25) years working experience

The Board of Directors



Dr. Progress Choongo

Non-Executive Director

Dr. Progress Choongo is a senior lecturer in the School of Business at Copperbelt University (CBU), where he has worked for over 15 years. He holds a PhD in Sustainable Entrepreneurship with a bias in Sustainability from Vrije Universiteit Amsterdam, a Master of Science in Project Management from the University of Leeds, and a Bachelor of Science in Project Management from CBU. Dr. Choongo has held various positions at CBU, including Coordinator of the Graduate School, Head of Department – Operations and Supply Chain Management, Project Manager, and Interim Director – Projects, Innovations and Products. His teaching responsibilities at graduate and undergraduate levels cover various courses, including management theory and practice, leadership and corporate governance, project management, risk management, monitoring and evaluation, contract management, and sustainable procurement. Dr. Choongo's main research focus includes entrepreneurship and small business management focusing on sustainability, leadership, business growth, and corporate social responsibility (CSR). He has published research work in international peer-reviewed journals and has done consultancy work for the Amsterdam Institute for International Development (AIID) and the Work Bank. He has undertaken Grant Writing work for the Volkswagen Foundation, and the Ministry of Foreign Affairs of the Netherlands and NUFFIC. Among his numerous leadership responsibilities, Dr. Progress Choongo is the Editor of the International Journal of Sustainable Development Research and the Reviewer of the International Review of Entrepreneurship Journal. He is also a member of the CBU Centre of Excellence Technical Committee and the Strategic Committee for the Copperbelt University Special Purpose Vehicle. Dr. Choongo has been a leader/Board member of the Seventh Day Adventist Church Kitwe Central since 2009.



Mr. Ngenda Nyambe

Chief Executive Officer and
Executive Director

Mr. Ngenda Nyambe is the Chief Executive Officer of Zambia Industrial Commercial Bank (ZICB) and serves as an Executive Director on the Bank's Board of Directors. He began his banking career at Stanbic Bank and has since held senior leadership positions at several leading financial institutions, including Standard Chartered Bank Zambia Plc, Barclays Bank Zambia Plc (now Absa Bank Zambia), and Zambia National Commercial Bank Plc. Beyond his executive roles, Mr. Nyambe has also contributed to the industry through various corporate governance positions, serving as a Non-Executive Director at Ecobank Zambia Limited, Indo-Zambia Bank Limited, and other institutions in both the private and public sectors. A results-driven leader, Mr. Nyambe is recognized for his strategic insight and consistent contribution to the achievement of institutional goals.



Ms. Mankolo Beyani

Non-Executive Director

Ms. Mankolo Beyani has more than 25 years of combined work experience in the financial sector. She began her career in 1995 as a Management Trainee at Indo-Zambia Bank Limited where she worked in various portfolios of the bank with her last assignment being Manager in the foreign business department in 2002. She then moved to the Bank of Zambia (BOZ) where she worked for 18 years, holding various supervisory roles in the supervision and regulation of both banks and non-bank financial institutions in the financial institutions' supervision function. Ms. Beyani served as the Assistant Director for Examination and Surveillance and as Assistant Director for Regulatory Policy, Licensing and Liquidations. Earlier in her Central Bank career, Ms. Beyani worked as a Senior Macro-prudential Analyst, and as a Financial Analyst in the Bank Supervision Department. She earned her Bachelor of Arts Degree (Economics) from the University of Zambia in 1994 and her Master's Degree (International and Development Economics) from the Berlin University of Applied Arts and Sciences in Germany in 2005.

Management Team



Mr. Ngenda Nyambe
Executive Director & CEO



Dr. Louis Kabula
Chief Financial Officer



Mr. Misheck Mkokweza
Chief Corporate Banking Officer



Mr. Chibotu Chiyasa
Chief Retail Officer



Mr. Thulani Muchiya
Chief Risk Officer



Mr. Andrew Chimasa
Chief Digital & Marketing Officer



Ms. Mwangala Muyoyeta
Chief Information Officer



Ms. Mwaka Kopakopa
Executive Head - Treasury



Dr. Manyando Sikanda
Executive Head - Operations



Mr. David Ndumba
ExecutiveHead - Human Capital



Mr. Eric Mukombo
Executive Head - Credit



Mrs. Hlupekile Luhana
Executive Head - Internal Audit



Ms. Mwape Mondoloka
Bank Secretary & Legal Counsel



Mr. Kumesa Kauta
Executive Head - Procurement and Shared Services



Mr. Brian Mupeta
Executive Head - Compliance



Mrs. Luke Njovu
Manager - Corporate Affairs

Shaping your tomorrow starts here.

Retail Banking



Our retail banking division provides a wide range of financial services to individual customers and small businesses.

We offer convenient and secure solutions for everyday banking needs, such as checking and savings accounts, debit and credit cards, online and mobile banking, and money transfers.

We also help our customers achieve their financial goals with competitive products such as mortgages, personal loans, car loans, and certificates of deposits

+ Savings & Investment

We offer a wide range of savings and investment options to help our retail customers save and grow their money.

Our savings accounts offer competitive interest rates, and easy access to your funds.

Our fixed deposit accounts are a great option for customer looking to make a long term investment at higher interest rates and flexible tenure.

All our current accounts come with a debit MasterCard for use on ATMs, Point-of-Sale and eCommerce.

+ Everyday Banking

ZICB retail banking division offers a comprehensive range of retail banking services to cater to the diverse needs of our individual customers. Our current accounts offer cost effective everyday banking, Online and mobile access, making your everyday banking convenient and secure.

+ Loans and advances

Our pay day loans, personal loans, & overdrafts are tailored to suit our customers needs.

You can enjoy competitive rates , as well as easy access to your accounts Online or at our branches and ATMs..



Banking solutions to help you grow your business.

MSME Banking

Medium and Small Business pay an essential role in the growth of the economy.

As a leading bank for micro and small enterprises, we provide a range of financing solutions, such as invoice discounting, order finance, working capital finance, and overdrafts, tailored to our MSME customers specific needs.

We also offer secure and convenient digital banking services to enhance the banking experience.

MSME Current Account
MSME transactional account

The MSME current account is designed to meet the needs of micro, small and medium enterprises, including sole traders and partnerships and comes with a ZICB mastercard business debit card.

Current Account – Corporate
Transactional needs

This current account is relationship managed and designed to meet the transactional needs of large commercial and industrial corporations.

NGO Corporate Account
Transactional

This account is tailored to meet the transactional needs of Non-Profit Organisations.

Islamic-banking Corporate Account
Operating account

This is offers an operating account designed for businesses that are governed by principles of the shari'ah law.

Forex
International transactions

Our foreign exchange services are tailored to help your business manage currency risk as well as make available foreign currency required to complete your international transactions.

Fixed Term Loan
Long-term financing needs

The term loan is designed to help your business meet long-term financing needs.

Overdrafts
Short term financing

For the short term working capital financing of your business, ZICB offers a flexible overdraft facility.

Employee Scheme Loans
Short and long term financing

Our employee scheme loan, is designed to help you provide your employees with access to loans to help them meet their short and long term financing needs.

Trade Finance
Unlock trade financing needs

ZICB offers a range of trade financing services to facilitate your local and international trade transactions. Our trade solutions are backed by support and advisory services from our team of professionals.

Financing for Climate Smart Agriculture.

Providing access to carbon credits for up to 1,000,000 smallholder farmers by 2030.



ZICB Sustainable Finance banking business is designed to help clients achieve their financial objectives while also promoting environmental, social, and governance (ESG) goals.

Below are some key components that demonstrate our commitment to promoting sustainable development and helping our clients achieve their ESG objectives on our sustainable finance offering:

Green Financing

This includes green financing options, such as loans and bonds for renewable energy projects, energy-efficient buildings, and sustainable agriculture. We also financee projects that promote biodiversity, water conservation, and waste reduction.

Social Finance:

This refers to our financial products and services that address social issues, such as poverty, education, and healthcare. We offer products such as payday loans, affordable housing finance, and social impact bonds.

ESG Risk Management

We conduct rigorous ESG risk assessments to identify and manage the ESG risks associated with our clients' activities. This includes assessing the impact of clients operations on the environment and society, as well as their governance practices.

ESG Integration:

We integrate ESG factors into our investment and lending decision-making processes. This involves analysing the ESG risks and opportunities associated with each investment and lending opportunity, and considering how these factors could impact long-term financial performance.



Our Branch Network

We are ready for you at the following locations.Together, let's make tomorrow possible!

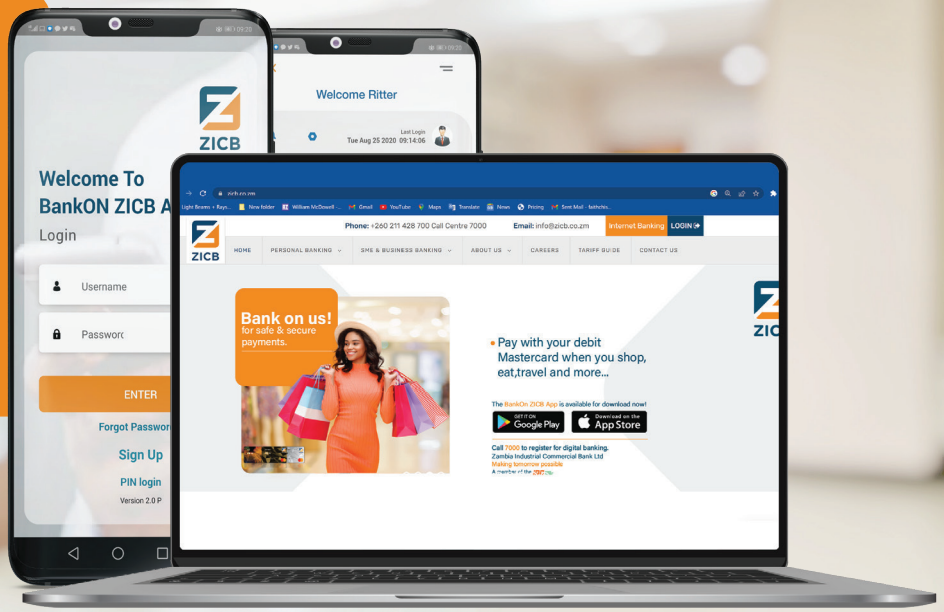
No	Branch	Address
1.	KK Mall Branch.	KK Mall, Alick Nkhata Road, Lusaka.
2.	Levy Business Park Branch.	Shop Number F06 & F08 Levy Business Park, Lusaka.
3.	Mumbwa Road Branch.	284/132/34 Unit 5, Mumbwa Road, Lusaka.
4.	Freedom way Branch.	Number 86, Freedom Way, Lusaka.
5.	Soweto Branch.	Off of Los Angeles Road, New Soweto, Lusaka.
6.	Ridgeway Branch.	Independence Ave, Lusaka.
7.	Lusaka business centre.	Cairo Road, Central Park, Lusaka.
8.	Intercity Agency	Dedan Kimathi Rd, Lusaka.
9.	Industrial Branch.	Chandwe Musonda Rd, Lusaka.
10.	Cosmopolitan Branch.	Cosmopolitan Mall, Lusaka
11.	Kitwe Branch.	14 Obote Avenue, Kitwe.
12.	Kitwe ECL branch.	ECL mall Freedom avenue, Kitwe.
13.	Ndola Buteko Branch.	Stand Number 3371, Ndola.
14.	Ndola branch	President Avenue, Ndola
15.	Kabwe Branch.	1549 Kabwe Municipal, Revenue Hall, Freedom Way.
16.	Chililabombwe Branch..	72 Independence Avenue, Town Centre.
17.	Solwezi Branch.	Stand No. 36, Independence Road.
18.	Chipata Branch.	1783 Parenyatwa Road, Chipata..
19.	Ndola branch.	President Avenue, Ndola
20.	Choma Branch.	398 Livingstone Road, Choma.
21.	Livingstone Branch.	103 Mosi-0-Tunya Road, Livingstone.
22.	Livingstone Post office Branch.	Mosi- O- Tunya Rd. Town Center, Livingstone,

Call 7000 or visit www.zicb.co.zm for further information

Zambia Industrial Commercial Bank Ltd | Making tomorrow possible

A secure and convenient way to bank.

Digital Banking



Corporate and business banking

Corporate Internet Banking
Secure and convenient banking

Register for corporate and business internet banking and get more done on the GO! ZICB Internet Banking is a secure and convenient way to bank.

eTax
Pay your Tax obligations online

Our eTax platform enables you to conveniently make payments for your business domestic and customs tax obligations.

eNAPSA
Submit your pensions online

eNAPSA enables you to make your business pension submissions for your staff online.

eNHIMA
Make your NHIMA contributions online

Make your NHIMA contributions conveniently and securely using ZICB SmartPAY.

GRZ e-services
Make GRZ payments online

Conveniently make GRZ payments through Zamportal using ZICB online banking.

Personal Banking

Mobile Banking
Freedom to bank on the GO!

Our mobile banking is designed to give you freedom to bank on the GO! You can choose between the USSD *757# or ZICB BankOn APP depending on your preferences.

Retail Internet banking
Get more done on the GO!

Register for internet banking and get more done on the GO! ZICB Internet Banking is a secure and convenient way to bank.

Bank to wallet
Send money instantly

Send money to your family and friends on MTN, Airtel and Zamtel mobile money wallets.

Bill payments
Banking on the go

Pay your utility bills , TV subscription , data and airtime.

ZICB Debit Mastercard
Access to a world of convenience

ZICB Debit Mastercard is accepted by over 35 million merchants worldwide.

For more information about ZICB, please visit www.zicb.co.zm

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