

## National Lockdown : Branch Operating Framework

4 January 2021

Dear Valued Customer

Resultant to the recently announced National Lockdown guidelines and the upsurge in COVID-19 cases, we have realigned our operations to ensure the safety of our valued clients and colleagues at this crucial time. We remain fully committed to serving you throughout our branch network based on the below schedule effective from Tuesday 5 January 2021.

**Operating hours: 0900hrs-1400hrs including Prestige and Premier.  
0830hrs -1130hrs on Saturdays**

BRANCHES	Proposed Opening Days
NGO Centre, Corporate Service Centre, First Street, Avondale, Cripps Road	Monday, Wednesday & Friday
Main Street, Masvingo, Kadoma, Gweru, Mutare, Kwekwe, Bindura, Gokwe, Zvishavane, Chinhoyi, Marondera, Beitbridge, Chiredzi, Victoria Falls	Monday, Wednesday, Friday & Saturday
Highlands, Borrowdale, Msasa, Premier, Harare Street, Affluent Branch	Tuesday, Thursday & Saturday

In addition to the above schedule, we encourage you to use the following alternate channels for your convenience:

1. Internet banking
2. Mobile banking
3. ATMs
4. Infinipay
5. Point of Sale

ATM's are located at selected sites (First Street Branch, Borrowdale Branch, Avondale Branch, Bulawayo JMN Nkomo Branch and Victoria Falls Branch) and will remain available for your use. Our Contact Centre will continue to provide remote support services via calls, social media platforms and emails by simply writing to [customer-service@firstcapitalbank.co.zw](mailto:customer-service@firstcapitalbank.co.zw).

We cannot over-emphasize the importance of adhering to social distancing, washing of hands, and always wearing your mask. We remain committed to the safety and health of not just our colleagues but our customers and clients alike.

Please make the right decisions and stay safe.

## Customer Service