

# Joint Press Release ZBFH, PayInc and SendHome

## PayInc, SendHome and ZB Financial Holdings partner for seamless, 24/7 digital cross-border payments between South Africa and Zimbabwe

**Harare, Zimbabwe** – ZB Financial Holdings, through its subsidiary ZB Bank Limited has gone live with cross-border payments on PayInc’s, formerly BankservAfrica, Transactions Cleared on an Immediate Basis (TCIB) platform, connecting the Zimbabwean and South African economies through faster, more affordable digital payments.

With active processing from 15 October 2025, this collaboration is powered by the seamless integration of the TCIB multi-currency, cross-border digital platform into SendHome and ZB Bank’s systems. By leveraging the interoperable payments infrastructure, users in both markets benefit from fast, secure, and cost-effective digital transactions. This initiative not only simplifies cross-border payments for businesses but also empowers communities and drives deeper financial inclusion, broadening access to the growing digital payments ecosystems of both economies.

South Africa to Zimbabwe is one of Africa’s busiest remittance corridors, driven by active Zimbabwean communities living and working in South Africa. With remittances becoming crucial sources of household incomes, flows have grown significantly in recent years, leading to the expansion of diverse innovations for sending money home. However, many of these solutions have faced challenges due to a lack of interoperability, resulting in a fragmented experience and persistently high costs for ordinary users. With informal channels becoming the next option, challenges continue to grow, particularly around the lack of regulatory oversight and consumer protection.

*“Cross-border payments between South Africa and Zimbabwe are a vital economic lifeline, covering substantial business-to-business trade transactions and personal remittances sent by Zimbabweans living in South Africa.”* says Meera Sunker, Head of TCIB at PayInc. *“Understanding the persisting complexities, instant cross-border payment systems that prioritise affordability, security and efficiency are essential for empowering inclusion, promoting economic growth and reduce the long-time reliance on cash.”*

As the SADC Regional and Settlement System Operator (RSCO) for cross-border payments, PayInc has played a pivotal role in developing the TCIB Cross-Border Payment Scheme for the Southern African Development Community (SADC) region. Launched in 2021, TCIB’s growing network spans several countries in the region, South Africa, Zambia, Namibia, Lesotho and Eswatini, and now Zimbabwe, with further expansion plans on the horizon.

*“We are pleased to be introducing this 24/7 cross-border payments innovation. By collaborating with SendHome and ZB Bank, and broadening our network with other local and SADC-based participants, this initiative represents a significant step toward fostering a more inclusive and efficient payments ecosystem.”* says Sunker. *“As the TCIB Scheme Manager and Operator, we aim to deepen our strategic partnerships to drive meaningful impact and enhance financial accessibility across the region.”*

**“At ZB Financial Holdings, we believe that improving lives through service means breaking barriers that limit access to opportunity. Our partnership with PayInc and SendHome, through our banking arm, ZB Bank Limited, to deliver 24/7, seamless cross border payments between South Africa and Zimbabwe is more than a financial innovation, it is a lifeline for families, a boost for businesses, and a step toward deeper financial inclusion. By making remittances and trade payments faster, safer, and more affordable, we are connecting**

*communities, strengthening economies, and creating happier people on both sides of the border. This is yet again another first for ZB Bank within the industry, it also aligns with the sustainability goal of digital infrastructure development set within the SSCI sustainability certification recently attained by the bank. We are walking the talk as promised.”* said Rudo Manjengwa, Executive Head, Retail and Digital Banking, ZB Financial Holdings.

Sendhome and ZB customers may contact their respective service providers to find out more about this cross-border payment service.

### For further information please contact:

#### TCIB

**Wendy du Preez**

**Head of PR, EMEA**

T: +27 (011) 497 4119

E: WendyD@payinc.co.za

W: <https://tcib.africa/home>

#### ZB Financial Holdings

**Emilliah Mabika**

**Executive Head, Brand and Corporate Communications**

T: +263 772 290 899

E: emabika@zb.co.zw

E: help@zb.co.zw

#### About PayInc

PayInc is a purpose-driven payments provider connecting people, businesses, and economies to secure, reliable, and innovative digital payment solutions. As a regulated and systemically important financial market infrastructure, our mission is to enable financial inclusion and economic growth through a trusted and interoperable payments ecosystem.

#### About SendHome

SendHome is a South African registered low-cost, digital-platform, mobile-device centric international remittances company that processes inbound and outbound remittances between South Africa and several countries around the world. It operates as an authorised ADLA Category 3 and is regulated by the South African Reserve Bank (SARB). Sendhome utilises secure blockchain technologies and AI tools to bring relevant payments solutions to the financial excluded.

#### About ZB Financial Holdings

ZB Financial Holdings Limited provides financial solutions to the commercial and merchant banking sector in Zimbabwe, as well as retail banking services, insurance operations and strategic investments.

**Services:** Banking, Insurance, Investments.

**Commitment:** Investing in cutting-edge technologies and sustainable practices to drive growth and create value for our clients and their stakeholders.