



FNB Zambia named 2023 Best Foreign Exchange Provider

LUSAKA, Zambia – 23 January 2023 – First National Bank (FNB) Zambia has been announced as the 2023 Best Foreign Exchange (FX) Provider by Global Finance Magazine in the World's Best FX Providers Awards.

The Global Finance Magazine holds several conferences and award ceremonies in a bid to present the best banks worldwide, which includes global and national winners from more than 150 countries and regions. These awards have become a trusted standard of excellence for the international financial community. The award criteria included market share, transaction volumes, global-coverage scope, competitive pricing, customer service and innovative technologies, while also taking into consideration bank submissions as well as input from industry analysts, corporate executives and technology specialists.

Speaking on the award, FNB Zambia Acting Head – Corporate and Investment Banking, Mr. Luyanga Mufungulwa said, **“This award could not come at a better time as we continue to work tirelessly to enhance our customer experience and put the needs of our clients first. We want to continue being a bank that offers intuitive help, offering real value and fostering solutionist thinking. This award cements our commitment to offering solutions that enhance business efficiencies and seamless FX transactions for all our clients”**.

To better enable our customers to control their risk, FNB offers both regular FX products and structured solutions.

“We are constantly enhancing the FNB FX online platform to ensure that the ever-changing needs of customers are met. All currency conversions and remittances are handled via the FNB online banking system as we continue to champion digitization through Helpful, Easy, and Safe platforms. Our personal FX offering, FX on App is available on the award-winning platform and is a go-to allowing clients to transact at leisure, or improve the efficacy of their work environment,” Mr. Mufungulwa added.

Following FNB's ambitious brand refresh in 2022, digital banking platforms, including the award-winning FNB App have been enhanced with a commitment to continue evolving as a bank of #TheChangeables so that customers can enjoy world-class and innovative banking solutions.

FNB Zambia is the recipient of numerous prestigious accolades that include the 2022 Digital Customer Experience Excellence Award by the Zambia Chartered Institute of Customer Management; 2022 Most Innovative Banking App 2022 by Zambia Institute of Banking & Financial; 2022 Most Innovative Bank Zambia by World Business Outlook, among others.

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FNB Media Release



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About FNB Zambia:

First National Bank (FNB) Zambia Ltd is a wholly owned subsidiary of First Rand Group South Africa and started operating in Zambia on 1st April 2009. The FirstRand Group has a presence in nine African countries outside South Africa, offering full banking services through FNB and Rand Merchant Bank (RMB). FNB Zambia Limited is authorized and regulated by the Bank of Zambia and is an active member of the Bankers Association of Zambia. The team services retail customers, small to medium enterprises, and local and multinational corporate clients and offers a comprehensive suite of Corporate and Investment Banking products and services. The Bank has a network of 23 branches, approximately 160 ATMs, more than 3,800 Point of Sale devices, and over 1,800 CashPlus agencies.

For more information, visit www.fnbzambia.co.zm