

**CUSTOMER SERVICE CHARTER**  
**DEPOSIT PROTECTION CORPORATION**



## Purpose of the Customer Charter

- ❑ The purpose of this Customer Charter is to:
  - a) express Deposit Protection Corporation's commitment to the delivery of high standards of customer service quality.
  - b) Highlight service standards clients should expect to receive from DPC.
  - c) indicate redress mechanisms available for clients in the event of a service lapse.

## About Us

- ❑ Deposit Protection Corporation was formed on 1 July 2003 to administer the Deposit Protection Fund.
- ❑ The primary objective of the Fund is to compensate depositors in full or in part, for losses incurred in the event of insolvency of a contributory institution.
- ❑ The Deposit Protection Fund is established under Section 13 of the Deposit Protection Corporation Act [Chapter 24:29].
- ❑ Membership to the Deposit Protection Scheme is compulsory by law and includes all commercial banks, building societies, merchant banks, finance houses, deposit-taking micro-finance institutions, People's Own Savings Bank (POSB) & Infrastructure Development bank of Zimbabwe (IDBZ).
- ❑ DPC covers 90% of qualifying deposits in member institutions namely time and demand deposits; savings and current accounts; class B & C shares; individual, trust and corporate accounts.
- ❑ DPC's current cover limit (insured amount) is \$1,000 (One Thousand United States Dollars) per depositor per bank & \$250 (Two Hundred and Fifty United States Dollars) for deposit-taking micro-finance institutions. Cover is subject to review from time to time.

## Our Public Policy Objectives

- ❑ In line with International best practice, the Deposit Protection Corporation (DPC) aims at meeting a number of objectives, which include the following;
  - a) Protection of depositors by providing compensation in the event of a bank failure.
  - b) Enhancing financial stability and public confidence by establishing a framework for the resolution of failing or failed banks.
  - c) Administering the Deposit Protection Fund.
  - d) Enhancing competition in the financial sector by creating a level playing field through guaranteeing depositor reimbursements for both big and small banks..

## Our Mandate

- ❑ Currently DPC's mandate is that of a risk minimizer. Besides compensating depositors in the event of a bank failure, DPC actively participates in the resolution of failing or failed member institutions, judicial management and liquidation of closed banks.

## Our Vision

## Our Mission

## Our Values

- Protecting depositors to contribute to financial system stability by 2021.
- To protect depositors, enhance public confidence and stability in the financial system by promoting sound business practices and speedy resolution of failed contributory institutions.
- Accountability
- Fairness
- Teaming
- Integrity
- Excellence
- Transparency

## Our Service Commitment

Our commitment is to ensure we meet the following service delivery standards:

- ❑ Provide a fast, friendly and accurate service.
- ❑ Compensate customers' insured deposits in a failed banking institution **within 10** working days from date of submission of a claim (under normal circumstances).
- ❑ Constantly keep the public informed of our activities, deposit protection and financial literacy issues.
- ❑ Liaise with banks and ensure depositor funds are protected through practising prudent and acceptable management practices.
- ❑ Enhance financial stability and public confidence by compensating depositors in the event of a bank failure, public awareness on financial literacy, managing the framework for the resolution of failing or failed banks, judicial management and liquidation of failed banks.
- ❑ Administer the Deposit Protection Fund in a transparent manner.
- ❑ Enhance competition in the financial sector by creating a level playing field through guaranteeing depositor reimbursements for both big and small banks.

## Our Service Obligations to our Clients

- ❑ We undertake to give our clients clear, accurate, timely and relevant information.
- ❑ We shall conduct business within the confines of the nation's laws and in particular, Deposit Protection Corporation's Act (Chapter) 24:29.
- ❑ We do not tolerate corruption, discrimination and favoritism.
- ❑ We are open to suggestions and criticism from the public.
- ❑ We shall undertake our duties in the most professional and diligent manner in line with our Code of Conduct.
- ❑ We will uphold data confidentiality and rights to privacy.

## Our Service Promises

- ❑ Answer the telephone with a smile and within 3 rings.
- ❑ Acknowledge all client correspondence within 48 hours.
- ❑ Attend to all walk-in clients within 10 minutes of arrival.
- ❑ Process claims for insured deposits within 10 working days from date of claim submission (under normal circumstances).
- ❑ To uphold acceptable communication etiquette.



## Access to information

We endeavor to keep the public informed of our activities and all issues related to deposit insurance through:

- ❑ Our corporate website ([www.dpcorp.co.zw](http://www.dpcorp.co.zw)) which will be accessible from anywhere at anytime.
- ❑ Provide brochures, posters and membership certificates through banks and public forums (e.g. exhibitions)
- ❑ Access through our office.
- ❑ Dissemination through mass media channels such as radio, television, newspapers, social media and other corporate websites.

## Feedback Handling Process

There are various ways clients can reach us in order to lodge any complaints or provide compliments, suggestions and advice:

- ❑ **Offices** – clients can complete a Feedback Form and drop it in the Suggestion Box available at the reception.
- ❑ **Website** – clients can reach the Corporation through the online contact form on our website [www.dpcorp.co.zw](http://www.dpcorp.co.zw) and social media platforms.
- ❑ **Email** – clients can reach the Corporation through our corporate emails [info@dpcorp.co.zw](mailto:info@dpcorp.co.zw) & [claims@dpcorp.co.zw](mailto:claims@dpcorp.co.zw) where dedicated staff members are responsible for managing the email enquiries.
- ❑ **Telephone** – clients can phone directly and ask to speak to the relevant departmental heads or Public Relations Manager. Contact numbers are (0242) 250900/1; 252336; 252460; 255661 & 252337. Toll Free 0800 4345.
- ❑ **Letters** - Clients can write to the Corporation and post the correspondence through our mailing box - P.O. Box 7390, Harare.
- ❑ **Directors & CEO** – if unsatisfied with the service handling provided, clients can still have direct access to Business Directors and the Chief Executive Officer.

# Conclusion

DPC is committed to its clients and we welcome client's feedback on our performance through contacting us via telephone, email, website or visiting our offices.

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Protecting Your Deposits

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