



**First Capital**  
**BANK**



**Company Profile**  
**2024**

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Belief comes first.

## About Us

As a proudly Zambian bank, and a leading voice in the industry, First Capital Bank Zambia Limited provides a comprehensive range of banking services in Zambia.

This profile offers a concise reference to our operations in the country.

Rooted in Zambia, reaching for the future. First Capital Bank Zambia Limited, fueled by a predominantly Zambian team, combines local expertise with regional strength. We craft financial solutions specifically tailored to empower our clients and bolster the nation's economic growth.

For an in-depth understanding of our bank, we encourage you to visit our website: [www.firstcapitalbank.co.zm](http://www.firstcapitalbank.co.zm)

Our audited financials are available at: <https://www.firstcapitalbank.co.zm/about/resources/annual-reports/>

We strive to continuously improve and provide excellent service to our valued clients.

Your feedback, questions, and comments are highly appreciated.



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## Who we are

FMBcapital Holdings plc is the Mauritius-based holding company of the FMBcapital Group. It is listed on the Malawi Stock Exchange and has banking and finance operations in five SADC countries, namely; Botswana, Malawi, Mozambique, Zambia and Zimbabwe.

With a solid track record of financial strength and stability, FMBcapital Holdings plc aims to be a leading provider of financial services in the region by:

- Prioritising customer service.
- Executing strong relationship banking with quick turnaround time.
- Deploying advanced IT delivery platforms.
- Providing strong leadership and management.
- Implementing strong and robust principles of corporate governance.

The Group has consolidated its position as a leading regional commercial bank and its growing SADC footprint serves the cross-border banking needs of businesses operating in the Sub-Sahara region.

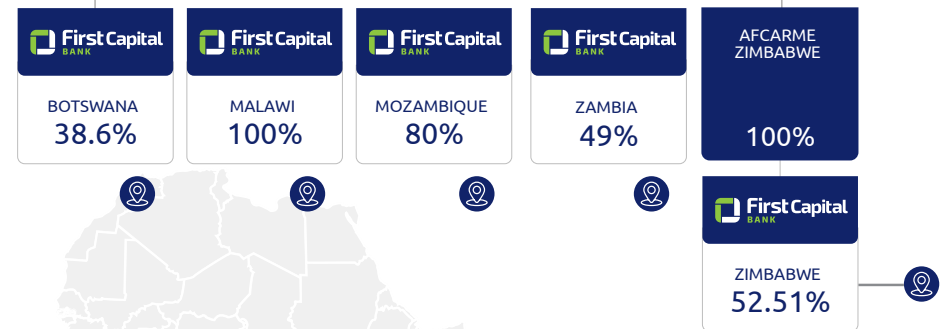
All First Capital Bank operations are supported by First Capital Shared Services Limited, a centralised back office and IT support services center based in Mauritius.



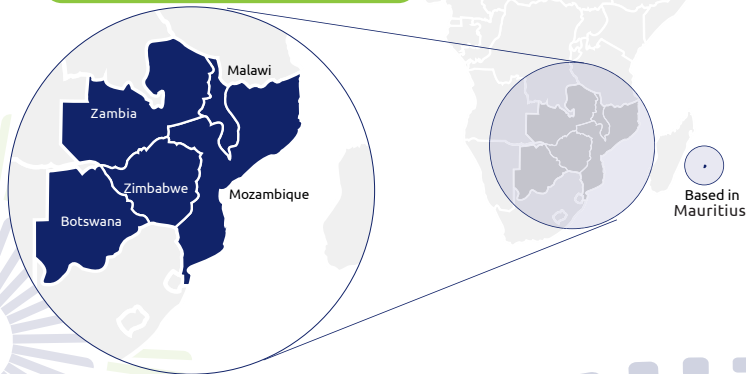
Based in Mauritius, FCSSL provides centralised back office and IT support services for the entire Group.

FIRST CAPITAL SHARED SERVICES LTD  
100%

FMBSH is licenced by the Mauritius Financial Services Commission (FSC) as a Global Business Company(GBC).



REPRESENTED IN THESE COUNTRIES:



As at FY2023

**Assets**  
US\$ 1.543 billion

**Staff**  
1913

**Customer deposits**  
US\$ 1.133 billion

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## First Capital Bank Zambia

First Capital Bank began its operations in Zambia in 2010 as International Commercial Bank Zambia Limited. In 2013, FMCcapital Holdings acquired 49% shareholding of International Commercial Bank Zambia Limited, with 51% being acquired by local shareholders.

This paved the way for renaming to First Capital Bank and ushered in a transformation pegged to the ambition of being a trusted and respected bank, empowering growth not just in Zambia but also across the Southern Africa region.

First Capital Bank Zambia offers a comprehensive portfolio of lending, transactional banking and investment products, primarily servicing the needs of the corporate, commercial and retail clients. With a strong corporate customer base, the bank has branches in Lusaka, Ndola and Kitwe.

As at FY2023



ASSETS

**ZMW 6.36 billion**



LOANS AND ADVANCES TO CUSTOMERS

**ZMW 2.63 billion**



BRANCHES

**07**



AGENCIES

**01**



CUSTOMER DEPOSITS

**ZMW 5.19 billion**



ATMs

**08**

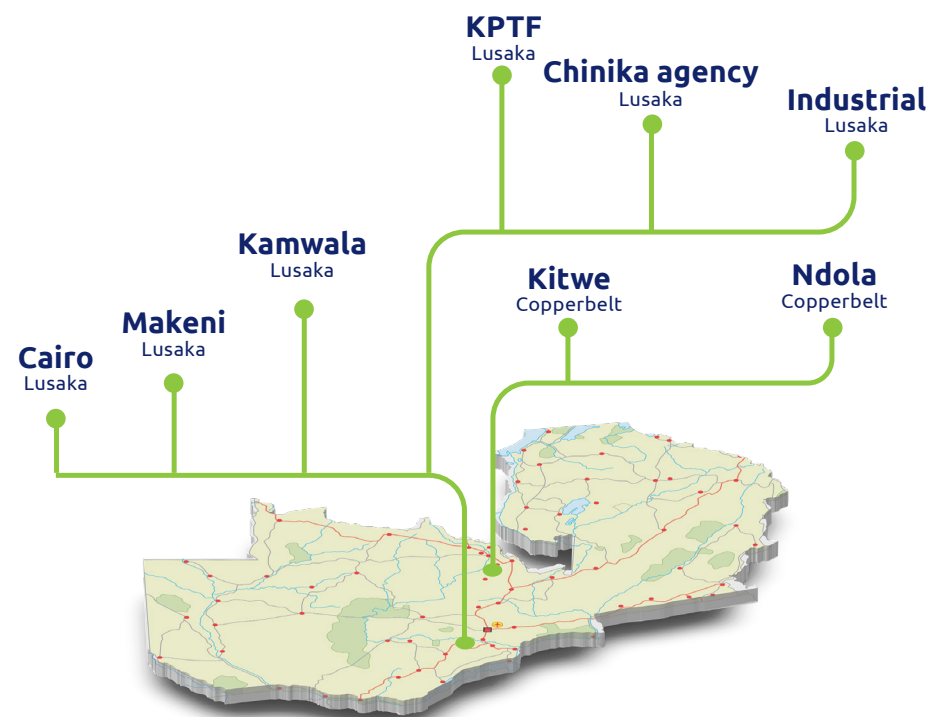


STAFF

**189**

## Our reach across Zambia

In our commitment to further enhance customer convenience, First Capital Bank is actively expanding its ATM network. In addition to our growing reach, we have set up a new ATM location at Kenneth Kaunda International Airport, strategically chosen to increase accessibility for our clients.



## Our purpose

Our strategic purpose is to grow sustainable value for the benefit of all stakeholders.



### Our Vision

To build a formidable business that passes the test of time.



### Our Mission

Growth is our business.



### Our Tagline

Belief Comes first.



## Our values

Our strong values support our vision and mission with the collective effort of all our employees.



Our service is our pride.



We have a shared responsibility for our business.



We value time and deliver quickly.



We are open and honest, but respectful.



We find simpler ways of doing things.



Integrity and reputation are our wealth.

## Overview of products

Our suite of products for corporate and commercial entities are designed to fuel growth and ensure financial resilience.

From tailored lending solutions to comprehensive treasury services, we offer a range of products that cater to diverse business needs.



### Corporate and commercial accounts

We deliver personalised service through dedicated Relationship Managers, prioritising your needs with competitive pricing, quick transactions, and increased investment opportunities across multiple currencies.

For convenient access and ease of transactions, we provide:

- Internet banking with enhanced security features, maker-checker capability and ease of use whilst allowing bulk payments as well as payment to NAPSA and ZRA.
- ZMW and USD debit cards.
- Host-to-host service.
- Cheque books (available upon request).

## Investment management

### Fixed term deposits (ZMW and USD)

Our fixed deposits are a key capital solution, suited to local market conditions and arising capital needs. We give you the freedom to increase your capital reserves, significantly allowing you to navigate operational costs and add to your production strength.

Our signature flexibility methods allow you to take advantage of our service by getting solutions customised to your needs.

You can enjoy:

- Attractive interest rates.
- Flexible maturity periods (1, 2, 3, 6, and up to 12 months).
- An option for account renewal after maturity.



### Interest bearing account (call account)

For quick turnarounds and high-volume transaction projects or businesses, our call account offers you the convenience of an account with benefits similar to investment instruments.

Perfect for large active projects and live mass transactional activities, the call account serves you with the following benefits:

- Earn significant interest on your daily balance.
- Enjoy competitive pricing based on market rates.
- Set up an auto-sweep arrangement for maximising your interest.



## Credit facilities

### Overdrafts

Our overdraft facilities follow industry standard excellence. With efficient processing time and readily available account management, you will enjoy all the benefits of a high-quality overdraft service as we prioritise turnaround time and delivery. Our overdraft facilities also include:

- Interest charged solely on overdrawn balance.
- Instant access to funds via various channels.
- Flexible and convenient excess overdraft options.

### Letter of credit

With experience in the region spanning over a decade, we have fine-tuned our trade processes and relationships with various financial players. This allows us to provide Letters of Credit that deliver efficiency and acceptability in a wide range of regions. We offer confidence to your cross-border payments and active support to ensure quick resolution of any communication elements that may arise.



### Term loans

Speed and flexibility are the key values that have made our term loans competitive in the market.

With our term loans you can enjoy:

- Competitive interest rates.
- Quick disbursement and convenience.
- Easy repayments via business current e-account.

### Bank guarantees

Our bank guarantees allow you to fortify transactions, giving you a solid financial partner that is recognised and trustable, allowing you to focus more seamlessly on the business. Our trade specialisation and qualified staff are always on hand to ensure that transactions are as smooth and hassle-free as possible.

### First power (salary advance tool)

Introducing our pioneering android-based salary advance tool in Zambia – a groundbreaking innovation that marks the first of its kind in the market. Our commitment to employee well-being sets a new standard, potentially resulting in heightened loyalty, productivity, and a distinct competitive advantage.

With a streamlined setup process requiring just a standing agreement with the bank, you can swiftly offer this benefit to your team.

The user-friendly app, accessible to employees, ensures a hassle-free experience, allowing them to gain access to a percentage of their net pay.

For businesses, this means enhanced employee satisfaction, increased retention rates, and a powerful tool to attract top talent in the market.

Reach out to us for details on how we can expand your support to your workforce today.



## Services

To give you more options, we also offer the following services:

- Payroll services.
- Cash-in-Transit (CIT).

## Channels and access

To complement our branch network, we employ modern solutions that enable our clients to reach us and transact. Our channels give clients full functionality, offering a convenient and secure way to manage banking activities at their own convenience.

These include:

- Internet banking.
- A mobile app.
- ATMs.
- Visa debit cards (ZMW and USD).
- POS machines (All International visa cards accepted).
- Host-to-host service.



## Executive team

The executive management team is composed of subject-matter leaders in their respective fields.



**Andre Potgieter**  
Interim Chief Executive Officer



**Ndala Kakinga**  
Chief Financial Officer



**Shashank Mehta**  
Chief Commercial Officer



**Malama Mushinga**  
Head of Treasury



**Gezile Kasonde**  
Head of Branches & Distribution



**Mwenya Chalwe**  
Head of Legal and Company Secretary



**Kennedy Bwalya**  
Head of Operations & IT



**Patience Mutale**  
Head of Retail & Premier Banking



**Louis Mwaba**  
Head of Human Resources



**Hazel Chibwasha**  
Head of Compliance



**Kennedy Zeula**  
Chief Risk Officer



**Ben Chansa**  
Head of Internal Audit

## Partner with us

Our commitment to our clients goes beyond transactions; we foster enduring partnerships.

Our holistic approach offers:

Attentive and responsive relationship managers who take the time to understand your needs. Supported by a strong team, we ensure that you have the options you need at whichever level your business may be.

With our priority on customer service, this makes us the best choice for our partners focused on growth and practicality in their operations.

We believe in flexibility for our clients because we understand that your needs vary. From credit products to our digital solutions, we aim not only to give you competitive options, but also to provide flexibility within the solutions, customising terms and options to suit your corporate transactional needs.

We strive to give you digital solutions that are simple to use and help you transact easily and at your convenience. This allows you to enjoy a seamless digital banking experience for enhanced efficiency.

Our strong leadership team provides stability in our operations and the comfort of consistency in our service to our clients.





## Connect with us

We understand the intricacies of doing business in Zambia and leverage our experience in the market and within our regional network to give the clients solutions that grow sustainable value for the benefit of all stakeholders.

We understand that relationships are key to productivity and we place high value in ensuring that this is a consistent experience for our clients.

To begin your journey of growth with us, reach out directly to any of the below who will be happy to discuss a fruitful partnership.

### **Shashank Mehta**

Chief Commercial Officer

[Shashank.mehta@firstcapitalbank.co.zm](mailto:Shashank.mehta@firstcapitalbank.co.zm)

### **Malama Mushinga**

Head of Treasury

[Malama.mushinga@firstcapitalbank.co.zm](mailto:Malama.mushinga@firstcapitalbank.co.zm)

### **Patience Mutale**

Head of Retail & Premier Banking

[Patience.mutale@firstcapitalbank.co.zm](mailto:Patience.mutale@firstcapitalbank.co.zm)

**Stand No. 30078, Corner Chilubi Road and Church Road.**

**P. O. Box 32678, Lusaka, Zambia.**



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# First Capital

**BANK**

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