



Whistleblowing Reporting Channels

Speak Up – Whistleblowing at BancABC

At BancABC, integrity and transparency are at the heart of who we are. If you notice anything unethical, suspicious, or concerning in the workplace, we strongly encourage you to speak up. Your voice plays a vital role in protecting our people, values, and the integrity of our operations.

Why Whistleblowing Matters

Speaking up helps us:

- Maintain a safe, fair, and ethical workplace
- Prevent and address misconduct early
- Uphold our values and protect our stakeholders

How to Report a Concern

You can report your concerns through our **Tip-Offs Anonymous** service or reach out directly to:

Herbert Tokwe
Head of Internal Audit
htokwe@bancabc.co.zw
0772 513 689

Fadzai Bhebhe
Head of Compliance
fbhebhe@bancabc.co.zw
0773 226 922

Both are available to receive concerns and are professionally bound to always maintain confidentiality.

Tips for Effective Reporting

1. **Be Clear & Detailed** – Include key facts like dates, times, locations, and the people involved.
2. **Keep It Simple** – Use plain, easy-to-understand language.
3. **Share Evidence** – Attach any documents or files that support your report.
4. **Remain Anonymous (if you prefer)** – Use our anonymous channels or create a new email that doesn't reveal your identity.
5. **Follow Up** – If you haven't received feedback after some time, it's okay to check back.
6. **Stay Professional** – Focus on the facts and avoid personal commentary for credibility.

Confidentiality Assurance

All reports are treated with the utmost confidentiality. You will not face retaliation for reporting in good faith, even if your concern turns out to be unfounded.

Tip-Offs Anonymous – Contact Details

You can use any of the following confidential and anonymous channels:

Toll-Free Numbers:

Econet: 0808 5500 / 0808 4461

NetOne: 0716 800 189 / 0716 800 190

Telecel: 0732 220 220 / 0732 330 330

WhatsApp:

0772 161 630

0718 267 886

Email:

reports@axcentiumethicsline.co.zw

Free Post:

The Call Centre
PO Box HG 883
Highlands, Harare

Thank You

Thank you for helping us create a safe, ethical, and accountable workplace.
Your voice makes a difference.