



What is ZIMRA TaRMS?

TaRMS stands for Tax and Revenue Management System. It is a new and enhanced tax payment platform that is being introduced by ZIMRA. It is an innovation designed to address challenges that were faced by taxpayers previously.

When is the TaRMS going live?

ZIMRA expects the new TaRMS system to go live on Thursday 12th of October 2023.

How will TaRMS work?

TaRMS system will work with a concept called Single Payment Account where the taxpayers will select one bank only for ZIMRA purposes. They will be able to make payments from their account into the ZIMRA accounts in USD and ZWL currencies. Refunds will also be processed into the nominated accounts. Business Partner numbers will no longer be in use, and these will be replaced by Taxpayer Identification Numbers which ZIMRA will send directly to taxpayers with effect from 1st October 2023.

How will I get the new Tax Identification Number (TIN)?

Taxpayers will be required to sign up for the new Tax Identification Number through the ZIMRA Customer Self-service portal.

Has First Capital Bank Limited completed its migration of the TaRMS System?

Your bank First Capital Bank Limited is working tirelessly to finalise integration and will be ready to go live on the ZIMRA launch date, Thursday 12 October 2023.

How can I designate First Capital Bank Limited as my preferred Bank for all my ZIMRA tax payments?

Your bank is ready to process your tax payments seamlessly. Simply contact your Relationship Manager or visit your nearest branch.

Which currencies will TaRMS operate in?

The dedicated account used for handling domestic tax payments should be in the local currency ZWL and foreign currency USD only.

How should clients prepare for this transition?

In preparation customers should update their contact details with ZIMRA to receive timely information. To complement this, they should register for the platform training workshops being rolled out.



If I require additional information, how will I be assisted?

We want to ensure that the registration process is seamless. In addition to our relationship managers and branch officials being available, we have dedicated teams that are available to you throughout the process. Simply contact us using the below details;

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Our Contact Centre will give you round-the-clock assistance on the below,

Contact Centre Details:

Landline: +263 8677 007336

Econet toll free-08080093-6.

Mobile numbers- +263772192865/8/9

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