



We are here to assist you with TaRMS

Dear Valued Customer,

I write to inform you of recent developments on the national tax payment system. The Zimbabwe Revenue Authority (ZIMRA) is introducing a new tax platform called Tax and Revenue Management System (TaRMS) with effect from 12 October 2023. This innovation has been designed to address challenges that were faced by taxpayers on the current system, which include failed payments, misposts, duplications and unallocated payments.

As your bank we want to ensure that you have a seamless transition to the new system. We assure you of our ability to help you with this service and ask that you select us as your preferred bank for ZIMRA payments. Rest assured, your tax payments will be handled efficiently, and you will experience great convenience through our platforms.

Our team of relationship managers stands ready to assist you on how to proceed. As part of the awareness drive, ZIMRA has rolled out messages on different media platforms and is conducting training about the platform across the country. Should you require assistance with how to join the training, please liaise with your Relationship Manager. To prepare adequately, we encourage you to have your contact details updated with ZIMRA so that you can receive timely information from them.

TaRMS system will work with a concept called Single Payment Account where you as taxpayers will select one bank only for ZIMRA purposes. You will be able to make payments from your account into the ZIMRA accounts in USD and ZWL currencies and 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 you with effect from 1st October 2023.

When the new system goes live on 12 October 2023, you will be able to make payments to ZIMRA through the ZIMRA Self Service Portal or through our Internet Banking and Mobile App. Where you fail to make payments to ZIMRA through these channels, your relationship management team and our branches will be able to assist you.

We look forward to hearing from you and thank you for your continued patronage.

Kind Regards

Mutemwa Ushewokunze

[Commercial Director]