

Terms and Conditions for the Zanaco Xpress Champions Programme

Effective Date: 1st October 2026

1. Programme Purpose, Period and Acceptance

- 1.1. The Zanaco Xpress Champions Programme ("Programme") recognises and rewards eligible Zanaco Xpress Agents for genuine, compliant and qualifying activity processed through approved channels. It promotes responsible conduct, customer service, transaction quality, compliance and fair competition.
- 1.2. The Programme starts on 1st October 2026 and continues until amended, suspended or terminated by Zanaco. Points are earned only on qualifying activity completed during the applicable assessment period, which may be monthly, quarterly or otherwise communicated.
- 1.3. Zanaco may extend, shorten, suspend or terminate the Programme, subject to applicable legal and regulatory requirements and reasonable agent communication. Existing rights and obligations remain subject to verification, correction, withholding, recovery or forfeiture.
- 1.4. Participation is available to eligible Retail Xpress Agents enrolled automatically or through another process communicated by Zanaco. Participation does not require an agent to incur any additional charge or to compel, mislead or improperly influence a customer to transact. By earning points or accepting a reward, an agent agrees to comply with these Terms and Conditions, the applicable Agency Agreement, Bank policies and procedures, and all relevant laws and regulatory requirements.

2. Eligibility and Enrolment

- 2.1. Participation is limited to Zanaco Xpress Agents who hold a valid Agency Agreement, operate an active approved outlet, maintain complete and valid KYC and contractual documentation, remain in good standing, and meet applicable operational, service, risk and compliance requirements.

2.2. An agent is not eligible while suspended, dormant, terminated, decommissioned, subject to unresolved material audit, compliance or operational findings, or under an unresolved investigation that may materially affect eligibility. Eligibility may be reviewed before points, rankings or rewards are confirmed.

2.3. Eligible agents may be enrolled automatically or through another process communicated by Zanaco. Meeting general eligibility requirements does not guarantee that every transaction will qualify or that a reward will be received.

3. Champion Points and Qualifying Transactions

3.1. Champion Points are awarded for eligible transactions and other qualifying activities determined by Zanaco. The Bank will communicate applicable transaction types, point values, channels, thresholds and assessment periods through authorised channels. Allocations may differ by transaction type, value or volume, channel, period, agent or outlet category, geography or promotion.

3.2. A transaction qualifies only if it is successfully processed through an approved Zanaco Xpress channel, meets a genuine customer need and an approved Programme category, complies with limits and procedures, occurs within the relevant period and passes fraud, compliance, operational and quality checks. A transaction normally qualifies once and may be allocated by transaction date.

3.3. Points remain provisional until transactions and agent status are verified. Zanaco's transaction records are the primary basis for calculation, subject to correction of verified errors. Minimum transaction or performance thresholds may apply.

3.4. Points cash value is tier based and subject to Zanaco expressly communicating an approved conversion or redemption value. The points may not be sold, assigned, transferred, combined or exchanged between agents or outlets without Zanaco's written approval.

4. Exclusions, Gaming and Prohibited Conduct

- 4.1. Failed, incomplete, reversed, refunded, cancelled, duplicate, test or system-validation transactions do not qualify. The same applies to transactions outside the Programme period or approved channels, below applicable thresholds, in breach of limits or procedures, or linked to fraud, gaming, collusion or manipulation. Points initially awarded on excluded activity may be reversed.
- 4.2. Agents must not manipulate transactions, points, rankings or rewards. Prohibited conduct includes artificial inflation of volumes or values; cycling funds; self-transacting; fictitious or non-customer-initiated activity; collusion; splitting transactions to manipulate points, thresholds, rankings or limits; repeated movement of funds without genuine customer need; use of multiple accounts or outlets to disguise connected activity; misuse of customer information; post-award reversals; interference with systems or records; and any conduct intended to secure an unfair advantage.
- 4.3. Suspected misconduct may trigger transaction validation, enhanced monitoring, temporary withholding, escalation and investigation. A suspicious pattern is not by itself a final finding; Zanaco will consider transaction-level information and available evidence before determining the outcome.
- 4.4. Agents must not charge customers any undisclosed or unauthorised fee, condition access to a banking service on participation in the Programme, misrepresent the Programme or a reward, discriminate between customers, or compromise customer choice, service quality, transaction limits, complaints handling or other customer-protection obligations in order to earn points or improve a ranking.
- 4.5. No transaction qualifies if it breaches applicable anti-money laundering, counter-terrorist financing, proliferation-financing, sanctions, anti-bribery, anti-corruption or fraud-prevention requirements, or if it is structured to avoid customer due diligence, monitoring, reporting or transaction-limit controls. Programme targets do not override an agent's duty to refuse, pause or report a transaction where required by law, the Agency Agreement or Bank procedure.

5. Investigations, Holds, Reversal and Forfeiture

- 5.1. Zanaco may investigate any transaction, agent, customer, outlet, points balance, ranking or reward where an error, irregularity, policy breach, gaming, fraud, misconduct or regulatory concern is suspected. During a review, Zanaco may suspend affected points, withhold a reward, remove an agent from a provisional ranking, restrict participation, request supporting evidence or apply another proportionate control permitted by contract, policy or law. A temporary hold is not a final finding.
- 5.2. Agents must cooperate and provide complete, accurate and timely information. Following review, Zanaco may confirm or correct points, release or cancel a reward, remove ineligible points, disqualify an agent for the relevant period, apply forfeiture or take action under the Agency Agreement, Bank policy or applicable law. Any separate disciplinary, contractual, account or agency action will follow the applicable approval process.
- 5.3. Points may be reversed and rewards withheld or cancelled where points were awarded in error; a transaction is reversed or ineligible; information supplied was inaccurate or incomplete; gaming, fraud, manipulation or misconduct is confirmed; eligibility was not met; or a system, reporting or calculation error occurred.
- 5.4. A reward paid or delivered in error, or obtained through prohibited conduct, may be recovered under the Agency Agreement, applicable law and approved procedures. Any offset must be legally and contractually permitted, supported by records and communicated to the agent.
- 5.5. Points remain valid for the period communicated by Zanaco and may expire at the end of the relevant cycle. Points and pending rewards may be forfeited if the Agency Agreement ends; an outlet closes, is decommissioned or becomes dormant; eligibility ceases; fraud, gaming or material misconduct is confirmed; false information is provided; an agent refuses a legitimate review; or points arise from excluded or reversed transactions. Where closure or termination is unrelated to misconduct, Zanaco may determine whether previously verified

points remain redeemable. Forfeiture decisions will be recorded and communicated.

6. Rankings, Recognition and Rewards

6.1. Each qualifying agent will earn points based on predefined performance criteria. Reward points will be valued at K0.10 per point and will be redeemable monthly subject to verification by the Bank

6.2. The top ten (10) winners from each of the twelve (12) zones across the country will receive the applicable monthly prizes by the 10th day of the ensuing month:

Position	Reward	Quarterly Grand Prize Raffle Entries
1 st Place	K5,000 cash prize and certificate of recognition	3
2 nd Place	K3,000 cash prize and certificate of recognition	3
3 rd – 5 th Place	K1,000 cash prize each and certificate of recognition	2
6 th – 10 th Place	Branded merchandise and certificate of recognition	1

6.3. Each quarter, one raffle draw winner from each of the two (2) national regions will receive a weekend trip for two (2) to either Lower Zambezi or Livingstone, resulting in four (4) travelers per quarter.

6.4. Zanaco may publish provisional or final rankings at national, regional, zonal, provincial or another approved level. Rankings may consider verified points, compliance status, transaction quality and diversity, consistency, agent or outlet category and other communicated criteria.

- 6.5. Provisional rankings do not guarantee rewards. Rankings and winners remain subject to transaction, compliance, fraud and operational validation and may be corrected if an error, reversal or ineligible activity is identified.
- 6.6. Rewards may include points-based payments, float credits, merchandise, certificates, recognition awards, promotional items, travel or experiences, service benefits or other items communicated by Zanaco. The reward type, value, frequency, number of winners and criteria will be communicated through approved channels.
- 6.7. Rewards are non-transferable and cash-based redemption is tier-based. If an advertised reward is unavailable, Zanaco may substitute a reasonably comparable reward, subject to law. Rewards are released only after required verification and approval, and participation does not guarantee a reward.
- 6.8. Any raffle, draw or chance-based prize will be governed by separately communicated rules and will proceed only after all required internal approvals and external licences, consents or regulatory approvals are obtained. Draw rules will cover eligibility, entry allocation, dates, method, supervision, prizes, winner validation, notification, claim periods, unclaimed prizes and restrictions.

7. Taxes and Programme Communications

- 7.1. Rewards may be subject to applicable tax, levy, withholding or reporting requirements. Unless the law or Zanaco's written communication provides otherwise, the recipient is responsible for tax arising from a reward. Zanaco may deduct or withhold an amount where legally required, and agents may obtain independent tax advice.
- 7.2. Programme information may be issued by SMS, email, Relationship Managers, Trade Development Representatives, official social-media channels or other authorised channels. SMS point balances are indicative and subject to verification and adjustment. Delivery depends on accurate registered details and available telecommunications services.

- 7.3. Agents must keep their contact and outlet information current and must not rely on unofficial messages, links or persons claiming to issue Programme rewards.

8. Privacy and Publicity

- 8.1. Zanaco will process personal information needed to administer the Programme in accordance with applicable data-protection law and Bank privacy and information-security requirements. Processing may include confirming eligibility, calculating points, validating transactions, preventing and investigating fraud or gaming, communicating balances and updates, managing rewards and disputes, meeting legal obligations and producing authorised reports.
- 8.2. Personal information may include agent identification and contact details, outlet and device identifiers, transaction metadata, performance and compliance records, reward and tax information, complaints and investigation records. Customer transactional information will be used only to the extent reasonably necessary for administration, verification, fraud prevention, legal compliance and dispute resolution, and will not be disclosed in rankings or publicity.
- 8.3. Zanaco will process only information reasonably necessary for the relevant purpose and will apply appropriate access, confidentiality, security, accuracy, retention and deletion controls. Zanaco will provide applicable privacy information and facilitate data-subject rights in accordance with law. Where consent is the lawful basis, Zanaco will obtain valid consent and provide an appropriate withdrawal mechanism, subject to legal and contractual limits.
- 8.4. Zanaco may publish limited information about confirmed winners, including agent or outlet name, region or zone, award category, ranking and achievement, only after appropriate notice and lawful authorisation. Photographs, videos, testimonials and detailed profiles require specific, informed and voluntary consent and brand approval. Refusal to participate in optional publicity will not invalidate genuinely earned points or rewards.

9. Queries, Complaints and Disputes

- 9.1. An agent who believes that points, rankings or reward information is incorrect should submit a query through the assigned Relationship Manager, Trade Development Representative or another designated channel. The query should identify the agent or outlet, account or terminal, relevant transaction references and period, the issue disputed and available supporting evidence.
- 9.2. Queries should normally be submitted within the stipulated period, subject to the applicable complaint-management standard. Zanaco will record, acknowledge, review and communicate the outcome through an authorised channel. A dispute does not suspend the Programme, but affected points or rewards may be held.
- 9.3. An agent dissatisfied with the initial outcome may use Zanaco's designated complaint-escalation process. Nothing in these Terms removes any right to complaint, review or redress available under applicable law.

10. Verification, Audit and Records

- 10.1. Zanaco may review, verify or audit Programme transactions, points, rankings and rewards using system and transaction records, agent documentation, customer information, monitoring reports and other lawfully obtained evidence.
- 10.2. Agents must retain records required by the Agency Agreement, operating procedures or applicable law. Programme records will be retained in line with Zanaco's records-retention requirements and applicable law.

11. Programme Changes and Events Beyond Zanaco's Control

- 11.1. Zanaco may amend eligibility criteria, point allocations, qualifying transactions, assessment periods, rankings, rewards, expiry rules and other Programme features. Material changes will be communicated before taking effect unless immediate action is required by law, regulation, fraud prevention, security or system-integrity considerations. Continued participation after an amendment takes effect constitutes acceptance, subject to applicable law.
- 11.2. Changes will not retrospectively remove a fully verified and unconditional reward unless fraud, error, ineligibility or prohibited conduct is later established.

11.3. Zanaco will take reasonable steps to administer the Programme accurately and securely. To the extent permitted by law, it is not responsible for delay or failure caused by telecommunications or power failure, system interruption, cybersecurity incident, natural disaster, public emergency, regulatory action, industrial disruption or another event beyond its reasonable control. Zanaco may correct affected points, rankings or rewards. Nothing excludes liability that cannot lawfully be excluded.

12. Agency Agreement, Governing Law and Support

12.1. The Programme does not replace, amend or waive the Zanaco Xpress Agency Agreement unless Zanaco confirms this in writing. If these Terms conflict with the Agency Agreement on the agency relationship, the Agency Agreement prevails, subject to applicable law and any approved Programme-specific variation.

12.2. Participation does not create employment, partnership, joint venture or a fiduciary relationship. Agents remain responsible for customer protection, compliance with operating procedures and all applicable legal and regulatory requirements.

12.3. These Terms are governed by the laws of the Republic of Zambia. Unresolved matters will be handled through Zanaco's applicable escalation process and the dispute-resolution provisions of the Agency Agreement or applicable law.

12.4. Programme questions, disputes and verification requests may be submitted through the assigned Relationship Manager, Trade Development Representative, zanacozxpress@zanaco.co.zm, or another authorised channel communicated by Zanaco. Agents must never disclose passwords, PINs, one-time passwords or other confidential security credentials when submitting a query.

12.5. These Terms take effect on 1st October 2026.