

2026

Mukuru Financial Services Zimbabwe Limited
Abridged audited special purpose financial statements
as at 31 March 2026 and for the year then ended



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Chairman’s Statement

Introduction

I present the abridged audited special-purpose financial statements of Mukuru Financial Services Zimbabwe Limited (the “MicroBank”) for the year ended 31 March 2026. This was the MicroBank’s second full year of operations — still early in institutional terms, but long enough for the easy slogans to give way to the harder work of building a regulated financial institution. During the year, we continued investing in the systems, people, governance and capital base required to move from launch phase to sustainable scale.

Operating environment

The operating environment was better than the previous year. Zimbabwe recovered from the drought-induced slowdown, helped by improved agricultural output, solid mining activity, favourable commodity prices and steady diaspora remittance flows. For a financial services business, that matters. When customers trade, earn, send, receive and save with more confidence, the system has more room to work.

For the Board, a better environment did not mean a lighter touch. A young MicroBank has to grow, but it must grow with discipline. Our focus remained on governance, risk management, regulatory compliance and capital adequacy — the less glamorous parts of banking, but the parts that decide whether growth is real or merely noisy.

Strategic progress

During the year, the MicroBank continued to build the machinery behind the promise. We strengthened our digital platform, widened our distribution reach and improved the systems and controls required of a regulated deposit-taking institution. These are not cosmetic investments. They are the infrastructure that allows the business to serve customers reliably, manage risk properly and grow without outrunning itself.

At this stage of the MicroBank’s life, the question is not only whether it can make money, but whether it is being built in a way that can keep making money responsibly. That requires investment before scale is fully visible. We are therefore taking a long-term view: building a business that can grow sustainably, deepen financial inclusion and earn profitability rather than simply chase it.

Financial performance and capital position

The MicroBank reported a loss after tax for the year. That is not unexpected for an institution still building its operating platform, but it should also not be dressed up as something it is not. The loss reflects continued investment in infrastructure, systems, people and regulatory compliance. These costs weigh on current earnings, but they are necessary if the MicroBank is to become scalable, resilient and properly governed.

There were also important signs of confidence in the business. Customer deposits grew strongly during the year, which is a significant marker for a young deposit-taking institution. At 31 March 2026, core capital stood at ZWG 128.1 million, equivalent to US\$5.1 million, and remained comfortably above regulatory requirements. Shareholders also continued to provide capital support. In a business where trust is both the product and the raw material, that support matters.

Dividend

The Board has not declared a dividend for the year. At this stage, capital is better retained in the business to support growth, strengthen the operating platform and meet the continuing demands of a regulated financial institution.

Outlook

Looking ahead, the MicroBank is moving into a more demanding phase. The early work of licensing, building, staffing and installing controls must now translate into consistent execution. We enter this phase with a stronger capital base, growing customer confidence and an operating platform that is becoming more mature. That gives us reason to be confident, but not complacent.

Appreciation

On behalf of the Board, I thank our customers, regulators, business partners and shareholders. Customers give the institution its purpose. Regulators set the discipline within which that purpose must be pursued. Partners help us extend our reach. Shareholders provide the patience and capital required to build properly.

I also thank management and employees for the hard work required at this stage of the journey. Building a financial institution is not glamorous work every day; much of it sits in process, controls, customer service, compliance, technology and patient execution. Finally, I thank my fellow Board members for their judgement, challenge and support during the year.

Bongai Zamchiya
Chairman
22 June 2026

Chief Executive Officer’s Report

Introduction

I am pleased to present the Chief Executive Officer’s report for the year ended 31 March 2026.

The year under review was marked by disciplined execution against our strategic priorities. Our focus remained on building a customer-centric digital MicroBank, expanding access to financial services, strengthening operational capabilities, and laying the groundwork for future growth.

Business performance

The MicroBank recorded a loss after tax of ZWG 26.2 million for the year ended 31 March 2026, compared to a loss of ZWG 19.1 million for the comparative period. This performance reflects continued investment in technology, talent, compliance, operational infrastructure, and market development activities required to support future growth.

Despite remaining in an investment phase, several key performance indicators demonstrated strong momentum during the year. Customer deposits increased by 314%, growing from ZWG 18.6 million to ZWG 77.0 million, reflecting increasing customer confidence in the institution and its service offering. Total assets grew by 43% to ZWG 233.5 million, supported by continued customer acquisition and business expansion.

Chief Executive Officer’s Report Continued

Net fee and commission income amounted to ZWG 6.5 million, derived from gross fee income of ZWG 38.3 million and partially offset by fee and commission expenses of ZWG 31.8 million. Revenue growth continued throughout the year, providing further evidence of the increasing utilisation of our products and services.

Operational and technology development

During the year, significant progress was made in strengthening the MicroBank’s operational platform. Investments in technology infrastructure enhanced system resilience, security, and service reliability, ensuring customers can transact safely and efficiently.

The expansion of our agent network remained a key strategic priority, improving accessibility and extending our reach into underserved communities across Zimbabwe. Together with ongoing enhancements to our digital platform, these initiatives have improved customer convenience and strengthened our ability to deliver inclusive financial services at scale.

Product development

The MicroBank continued to develop products and capabilities to meet the evolving needs of our customers. Although lending operations have not yet commenced, considerable progress has been made in preparing for this important phase of growth. Credit risk frameworks, lending policies, operational processes, and governance structures are being established to support a prudent and sustainable lending programme. Subject to readiness assessments and regulatory requirements, lending activities are expected to commence in the 2027 financial year.

Risk, liquidity and capital management

Maintaining strong financial resilience remains central to our operating model. As at 31 March 2026, the MicroBank’s Tier 1 capital ratio stood at 190%, while the liquidity ratio was 198%, both well above regulatory minimum requirements. These strong ratios provide a solid foundation for growth and ensure the institution remains resilient in a dynamic operating environment.

Outlook

Our priorities for the coming year are clear. We will continue to drive customer acquisition, deepen digital adoption, expand our agent footprint, enhance customer experience, and prepare for the successful launch of lending operations. The progress achieved during the year has strengthened our confidence in the business model and the market opportunity ahead. We remain focused on disciplined execution and are committed to building a sustainable institution capable of delivering long-term value to customers, regulators, shareholders, and the communities we serve.

Appreciation

I would like to thank our customers for placing their trust in us, our agents and partners for their collaboration, and our regulators for their continued guidance and support.

My sincere appreciation also extends to our employees, whose dedication, professionalism, and passion have been instrumental in our progress. Finally, I thank the Board of Directors for their strategic oversight and continued support as we advance Mukuru’s mission to make financial services accessible and affordable for all Zimbabweans.

Douglas Tait-Knight
Chief Executive Officer
22 June 2026

Corporate Governance Statement

The Board of Directors of the MicroBank (the “Board”) applies governance principles contained in its governance manual in the execution of its responsibilities. The Board reviews policies, contained in the governance manual, annually to ensure that they are consistently updated to effectively support the MicroBank’s further development. In addition to this manual, the Board complies with the provisions of the Microfinance Act [Chapter 24:29], Microfinanciers Code of Conduct (Second Schedule of the Microfinance Act [Chapter 24:29]); Reserve Bank of Zimbabwe Banking Supervision Guidelines on Corporate Governance and the Zimbabwe Companies and Other Business Entities Act [Chapter 24:31] as amended from time to time.

The Board

The MicroBank’s Board of Directors is the ultimate decision-making body, responsible for representing the MicroBank’s interests and performing its duties in good faith, with due care, diligence, and independence. The Board’s responsibilities encompass five key areas: legal obligations, strategic direction, fiduciary duties, oversight, and self-assessment and renewal.

In accordance with clause 8.5 of Guideline No. 01-2008/BSD: Minimum Disclosure Requirements for Financial Institutions, the Board conducted its inaugural annual evaluation during the current reporting period, assessing collective Board performance and the individual contributions of each director. Following the evaluation, the Board is satisfied that it operated effectively, that appropriate governance structures are in place, and that areas identified for improvement will be addressed in the forthcoming period. The MicroBank is committed to embedding Board evaluation as a recurring annual governance practice.

Board composition

As at 31 March 2026, the Board comprised two executive directors, four non-executive directors and three independent non-executive directors. Following the resignation of one independent non-executive director during the financial year, the audit committee is chaired by a non-executive director on an interim basis. All other board committees are chaired by an independent non-executive director.

The Chairman of the MicroBank is an independent non-executive director. The Chairman does not have any relationship with the MicroBank; its directors, staff, or business associates, which might reasonably be regarded as compromising his independence. The Board continues to monitor the independence of all independent directors.

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Board and board committee meeting attendance register

During the financial year ended 31 March 2026, the Board and its three committees met at least four times.

	Nationality	Changes	Board	Audit Committee	Risk Committee	Credit Committee
Number of meetings held			4	4	5	4
JF Seco Delgado**	Spanish	No changes	3	1	1	2 ^
ODG Bennett**	British	No changes	4	4 ^ #	4 ^	1
SC Rheeder**	South African	No changes	3	2 ^	5 ^	-
HJS Eckard**	South African	Resigned 19 May 2025	1	1	-	-
ME Carrie-Wilson**	Zimbabwean	Resigned 19 May 2025	1	-	-	1
D Tait-Knight*	Zimbabwean	No changes	4	-	-	-
LB Mncube**	South African	Resigned 19 May 2025	1	-	-	1
MJ Cook**	South African	No changes	4	-	-	3 ^
B Zamchiya***	Zimbabwean	No changes	4 #	-	-	-
DM Madhumera*	Zimbabwean	No changes	4	-	-	-
FC Chikosi***	Zimbabwean	Appointed 19 May 2025, resigned 30 August 2025	-	-	-	-
FC Pickering***	Zimbabwean	Appointed 19 May 2025	3	1	1	3 ^ #
TSL Mundawarara***	Zimbabwean	Appointed 19 May 2025	3	3 ^	4 ^ #	1
Key						
* Executive Director		*** Independent Non-Executive Director			# Chairman	
** Non-Executive Director		^ Member of Committee				

The Board performs many of its responsibilities with the assistance of committees. In general, unless reserved to the shareholders or delegated to a committee of the Board, major decisions will be considered by the Board. The Board has three standing committees: Audit Committee, Risk Committee and Credit Committee. The Board may also establish and maintain other committees from time to time as it deems necessary and appropriate. Each such standing or ad hoc committee operates under written terms of reference approved by the Board that outline the purposes and responsibilities of the committee as well as qualifications for committee membership. The terms of reference are reviewed on an annual basis. All committees report regularly to the Board with respect to their activities. The Board rotates membership to the committees periodically.

The Committee assists the Board in fulfilling its oversight responsibility relating to the integrity of the MicroBank's financial statements and the financial reporting process, the independence and performance of the MicroBank's internal and independent auditors; and the MicroBank's system of internal control and mechanism for receiving complaints regarding the MicroBank's accounting and operating procedures.

FC Chikosi, who was the chairman of the committee, resigned without attending any meeting. As at 31 March 2026 the Committee comprised one independent non-executive director and two non-executive directors. The Committee sat four times during the year ended 31 March 2026.

The role of the Committee is to assist the Board in its oversight of the effectiveness of its risk management framework, by assessing and monitoring the structure of the MicroBank's assets and liabilities, controlling financial, liquidity and treasury risks and reviewing control procedures including limits, reporting lines and mandates.

The Risk Committee comprises one independent non-executive director and two non-executive directors. The Committee sat five times during the year ended 31 March 2026.

The Committee is established to oversee and make informed decisions on credit operations of the MicroBank, ensuring adherence to credit risk management policies and processes while promoting financial inclusion and supporting the MicroBank's objectives.

The Credit Committee comprises one independent non-executive director and two non-executive directors. The Credit Committee sat four times during the year ended 31 March 2026.

The Board determines the MicroBank's remuneration policy and approves the remuneration of executive directors, senior management, and non-executive directors. The remuneration of executive directors consists of a basic salary and a performance-related bonus, which is determined based on the performance of both the MicroBank and the individual. Non-executive directors are paid quarterly in arrears.

The directors are responsible for preparing and maintaining accurate special purpose financial statements, ensuring they fairly present the MicroBank's financial position, performance, and cash flows in accordance with IFRS® Accounting Standards and the Zimbabwe Companies and Other Business Entities Act (Chapter 24:31), while the independent auditors express an independent opinion on these special purpose financial statements.

	Notes	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Fee and commission income	5	38 315 358	6 288 547
Fee and commission expense	6	(31 766 563)	(4 995 484)
Net fee and commission income		6 548 795	1 293 063
Personnel expenses	7	(14 647 887)	(6 566 342)
Depreciation	8	(983 362)	(694 755)
Other operating expenses	9	(7 720 166)	(15 652 419)
Expected credit losses - release/(charge)	10	313 903	(754 993)
Loss before income tax		(16 488 717)	(22 375 446)
Income tax (expense)/credit	11	(9 736 747)	3 294 198
Loss for the period		(26 225 464)	(19 081 248)

		31 March 2026 ZWG	31 March 2025 ZWG
	Notes		
ASSETS			
Cash and cash equivalents	12	208 712 810	149 290 153
Other assets	13	22 831 021	8 565 757
Property, plant and equipment	14	791 303	1 001 340
Right of use assets	15	557 971	1 195 071
Deferred tax assets	16	626 971	3 294 198
Total assets		233 520 076	163 346 519
EQUITY			
Share capital	17	173 448 165	149 393 310
Accumulated losses		(45 306 712)	(19 081 248)
Total equity		128 141 453	130 312 062
LIABILITIES			
Deposits from customers	18	77 015 062	18 605 139
Deferred income	19	194 920	193 477
Other liabilities	20	22 488 935	12 984 862
Current tax payable	21	5 042 708	-
Lease liabilities	15	636 998	1 250 979
Total liabilities		105 378 623	33 034 457
Total equity and liabilities		233 520 076	163 346 519

	Share capital	Accumulated losses	Total equity
Balance at 1 April 2025	149 393 310	(19 081 248)	130 312 062
Transactions with owners in their capacity as owners:			
Share issue (note 17)	24 054 855	-	24 054 855
Loss for the period	-	(26 225 464)	(26 225 464)
Other comprehensive income	-	-	-
Total comprehensive loss for the period	-	(26 225 464)	(26 225 464)
Balance at 31 March 2026	173 448 165	(45 306 712)	128 141 453



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Statement of Changes in Equity
for the year ended 31 March 2026

	Share capital	Accumulated losses	Total equity
Balance at 1 January 2024	-	-	-
Transactions with owners in their capacity as owners:			
Share issue (note 17)	149 393 310	-	149 393 310
Loss for the period	-	(19 081 248)	(19 081 248)
Other comprehensive income	-	-	-
Total comprehensive loss for the period	-	(19 081 248)	(19 081 248)
Balance at 31 March 2025	149 393 310	(19 081 248)	130 312 062

Statement of Cash Flows
for the year ended 31 March 2026

	Notes	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Cash flows from operating activities			
Cash generated from operations	22	38 320 726 (2 026 811)	1 699 817 -
Income tax paid			
Net cash inflow from operating activities		36 293 915	1 699 817
Cash flows from investing activities			
Purchase of property, plant and equipment	14	(253 184)	(1 236 445)
Net cash outflow from investing activities		(253 184)	(1 236 445)
Cash flows from financing activities			
Proceeds on issue of shares		24 054 855	149 393 310
Interest paid	15	(150 583)	(162 787)
Cash repayments on lease liabilities	15	(522 346)	(403 742)
Net cash inflow from financing activities		23 381 926	148 826 781
Net increase in cash and cash equivalents		59 422 657	149 290 153
Cash and cash equivalent at the beginning of the period		149 290 153	-
Cash and cash equivalents at the end of the period	12	208 712 810	149 290 153

Notes to the special purpose financial statements
for the year ended 31 March 2026

1. General information

Mukuru Financial Services Zimbabwe Limited is a registered deposit-taking microfinance institution (“DTMFI”) under the Zimbabwe Microfinance Act (Chapter 24:29) by the Reserve Bank of Zimbabwe (“RBZ”). The MicroBank is incorporated and domiciled in Zimbabwe with interests in the financial services industry. It is a subsidiary of Send Money Home (Private) Limited which is incorporated and domiciled in Zimbabwe and holds 100% of the MicroBank’s equity.

The MicroBank’s ultimate holding company is Remitix Holdings (Mauritius) Limited which is incorporated and domiciled in Mauritius. The MicroBank’s registered office address is Shop No. 3 Stand 695, 60 Speke Avenue Harare, Zimbabwe.

2. Material accounting policies

The material accounting policies applied in the preparation of general-purpose financial statements from which the abridged audited special purpose financial statements have been derived, comply with IFRS® Accounting Standards and are consistent with the accounting policies applied in the preparation of the MicroBank’s previous annual financial statements with the exception of changes if any referred to under the basis of preparation paragraph in the full set of the general purpose financial statements.

2.1 Basis of preparation

Statement of compliance

The Monetary Policy Statement (“MPS”) of 6 February 2025 issued by the Governor of the Reserve Bank of Zimbabwe established a requirement for all regulated entities in Zimbabwe to adopt the Zimbabwe Gold (“ZWG”) as presentation currency for financial reporting purposes. Pursuant to this, the Public Accountants and Auditors Board (the “PAAB”) produced a Technical Paper that provided guidance on the financial reporting and auditing implications of MPS of 6 February 2025.

Notes to the special purpose financial statements continued
for the year ended 31 March 2026

The special purpose financial statements have been derived from general purpose financial statements prepared in accordance with IFRS® Accounting Standards as issued by the IASB and in the manner required by the Zimbabwe Companies and Other Business Entities Act (Chapter 24:31) and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates. These abridged audited special purpose financial statements have been prepared in accordance with guidance issued by the PAAB.

2.2 Functional and presentation currency

The MicroBank’s special purpose financial statements are presented in the ZWG which is its presentation currency. The functional currency of the MicroBank is the United States dollar (“US\$”).

2.3 Significant judgements and sources of estimation uncertainty

The preparation of special purpose financial statements derived from general purpose financial statements prepared in conformity with IFRS® Accounting Standards requires the directors, from time to time, to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. These estimates and associated assumptions are based on experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected.

3. New and amended standards and interpretations

The summary of the new and amended standards and interpretations are included in the full set of the financial statements which can be obtained at the Company’s registered offices.

4. Comparative figures

The current financial year covers the 12 month period ended 31 March 2026. The comparative period presented in these financial statements relate to the 15-month period ended 31 March 2025, as it represented the MicroBank’s first reporting cycle since incorporation.

Consequently, the amounts presented in the statement of comprehensive income, the statement of changes in equity, the statement of cash flows, and the related notes for the comparative period are not entirely comparable with those of the current 12 months period. The statement of financial position as at the end of the comparative period remains fully comparable. The directors have not made any restatements to the comparative figures, as these reflect the actual results and cash flows for the full fifteen months comparative period.

5. Fee and commission income

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Transaction fees	22 118 515	4 867 361
Remittance fees	16 196 843	1 421 186
Total fee and commission income	38 315 358	6 288 547

6. Fee and commission expense

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Pay-out costs	(16 885 116)	(957 890)
Pay-in costs	(14 881 447)	(4 037 594)
Total fee and commission expense	(31 766 563)	(4 995 484)

Pay-in and pay-out costs represent fees charged by the MicroBank’s agents, in accordance with the agent banking agreement, for processing customer cash deposit and cash withdrawal transactions.

7. Personnel expenses

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Employee costs	(12 512 880)	(6 184 072)
Directors’ fees	(1 844 172)	(242 676)
Training costs	(100 195)	(54 744)
Staff welfare	(97 612)	(43 906)
Defined contribution plan	(93 028)	(40 944)
Total personnel expenses	(14 647 887)	(6 566 342)

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Mukuru Financial Services Zimbabwe Limited

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Notes to the special purpose financial statements continued
for the year ended 31 March 2026

8. Depreciation

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Property, plant and equipment	(437 900)	(235 105)
Right of use assets	(545 462)	(459 650)
Total depreciation	(983 362)	(694 755)

9. Other operating expenses

Operating loss for the period is stated after charging the following:

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Auditor's remuneration	(1 467 144)	(669 738)
Bank charges	(257 438)	(475 223)
Consulting fees	(472 640)	(1 342 210)
Insurance	(155 420)	(212 696)
Internet costs	(293 697)	(236 700)
Legal fees	-	(44 641)
License fees	(306 661)	(71 278)
Marketing	(307 700)	(11 346 396)
Motor vehicle expenses	(221 102)	(369 052)
Non-deductible value added tax	(2 179 648)	(84 597)
Office expenses	(141 417)	(217 025)
Withholding tax expense	(604 764)	(21 092)
Other expenses	(717 342)	(38 186)
Interest charges (note 15)	(150 583)	(162 787)
Repairs and maintenance	(8 305)	(64 214)
Small assets expense	(34 690)	(128 301)
Travel	(401 615)	(168 283)
Total	(7 720 166)	(15 652 419)

10. Expected credit losses - release/(charge)

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Trade and other receivables	313 903	(754 993)

11. Income tax (expense)/credit

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Local income tax - current period	(1 617 018)	-
Withholding tax*	(5 452 501)	-
Deferred income tax (expense)/credit	(2 667 228)	3 294 198
Total tax (expense)/credit	(9 736 747)	3 294 198

*Withholding tax relates to tax on deemed dividend.

Notes to the special purpose financial statements continued
for the year ended 31 March 2026

11. Income tax (expense)/credit continued

Reconciliation of income tax expense

Loss before income tax	(16 488 717)	(22 375 446)
Income tax at the applicable rate of 25.75% (2025 - 24.72%)	4 245 845	5 531 199
Effect of disallowed deductions	(13 982 592)	(2 237 001)
Income tax (expense)/credit	(9 736 747)	3 294 198

12. Cash and cash equivalents

Cash and cash equivalents consists of:

	31 March 2026 ZWG	31 March 2025 ZWG
Cash on hand	181 088 038	143 297 379
Bank balances	4 821 302	1 495 554
Regulatory deposit	22 803 470	4 497 220
Total cash and cash equivalents	208 712 810	149 290 153

The credit quality of cash at bank that are neither past due nor impaired can be assessed by reference to external credit ratings (if available) or historical information about counterparty default rates:

Credit quality of bank balances

A+ (ZW)	4 821 302	1 495 554
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13. Other assets

Financial instruments:

Other receivables - related parties	22 054 073	9 320 750
Trade receivables	41 881	-
Allowance for expected credit losses	(441 090)	(754 993)
Financial assets at amortised cost	21 654 864	8 565 757
Non-financial instruments: Prepayments	1 176 157	-
Total other assets	22 831 021	8 565 757

Exposure to credit risk

Other assets inherently expose the MicroBank to credit risk, being the risk that the MicroBank will incur financial loss if customers fail to make payments as they fall due. These receivables are interest free and repayable on demand.

The directors have assessed the recoverability of related party receivables as at the reporting date in line with the requirement of IFRS 9, Financial Instruments. The allowance for expected credit losses is determined as the product of the exposure at default, the loss given default and the probability of default.

The exposure at default is the receivable outstanding as at the reporting date. The loss given default is the balance that would not be recoverable should the counterparty default. The probability of default represents the likelihood of the counterparty being unable to settle receivables when they become due.

An assessment of the financial position of the counterparty has shown that they have sufficient financial resources to settle their obligations when they become due. This assessment has been done with consideration of the expected manner of recovery by the MicroBank and the probability of default is therefore minimal, thus resulting in an allowance for expected credit losses of ZWG 441 090 (2025: ZWG 754 993).

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Notes to the special purpose financial statements continued
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14. Property, plant and equipment

At 31 March 2026	Cost	Accumulated depreciation	Carrying amount
Leasehold improvements	607 448	(288 025)	319 423
Furniture and fixtures	533 537	(251 158)	282 379
Office equipment	37 348	(18 130)	19 218
IT equipment	285 975	(115 692)	170 283
Total	1 464 308	(673 005)	791 303

At 31 March 2025	Cost	Accumulated depreciation	Carrying amount
Leasehold improvements	607 448	(85 534)	521 914
Furniture and fixtures	404 603	(103 436)	301 167
Office equipment	37 348	(5 672)	31 676
IT equipment	187 046	(40 463)	146 583
Total	1 236 445	(235 105)	1 001 340

Reconciliation of property, plant and equipment

At 31 March 2026	Opening balance	Additions	Disposal	Depreciation	Closing balance
Leasehold improvements	521 914	-		(202 491)	319 423
Furniture and fixtures	301 167	128 934		(147 722)	282 379
Office equipment	31 676	-		(12 458)	19 218
IT equipment	146 583	124 250	(25 321)	(75 229)	170 283
Total	1 001 340	253 184	(25 321)	(437 900)	791 303

At 31 March 2026	Opening balance	Additions	Depreciation	Closing balance
Leasehold improvements	-	607 448	(85 534)	521 914
Furniture and fixtures	-	404 603	(103 436)	301 167
Office equipment	-	37 348	(5 672)	31 676
IT equipment	-	187 046	(40 463)	146 583
Total	-	1 236 445	(235 105)	1 001 340

15. Leases

The reconciliation from opening to closing carrying amount of right of use assets is presented below:

	31 March 2026 ZWG	31 March 2025 ZWG
Opening carrying value	1 195 071	-
Additions	-	1 654 721
Reassessment of leases	(91 638)	-
Depreciation	(545 462)	(459 650)
Closing carrying value	557 971	1 195 071

Depreciation recognised on right of use assets

Depreciation recognised on right of use assets is presented below:

Buildings	(545 462)	(459 650)
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Lease liabilities

Reconciliation of lease liabilities:

Opening carrying value	1 250 979	-
Additions	-	1 654 721
Lease payments	(672 929)	(566 529)
Reassessment of leases	(91 635)	-
Interest charges (note 9)	150 583	162 787
Closing carrying value	636 998	1 250 979

Notes to the special purpose financial statements continued
for the year ended 31 March 2026

The maturity analysis of lease liabilities is as follows:

	31 March 2026 ZWG	31 March 2025 ZWG
Within 1 year	591 167	679 841
Between 1 and 2 years	98 524	679 841
Between 2 and 5 years	-	113 311
Total undiscounted future cash flows	689 691	1 472 993
Less: Interest charges	(52 693)	(222 014)
Total lease liabilities	636 998	1 250 979

Cash outflows in respect of IFRS 16 application

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Principal elements of lease repayments	(522 346)	(403 742)
Interest element of lease repayments	(150 583)	(162 787)
Total cash outflow for leases	(672 929)	(566 529)

16. Deferred tax

Deferred tax liability

	31 March 2026 ZWG	31 March 2025 ZWG
Property, plant and equipment	-	(11 673)
Right of use assets	(143 671)	(295 419)
Foreign exchange gain	-	(11 546)
Total deferred tax liability	(143 671)	(318 638)

Deferred tax asset

	31 March 2026 ZWG	31 March 2025 ZWG
Accumulated losses	-	3 184 154
Leave accrual	22 054	93 232
Property, plant and equipment	29 372	-
Bonus accrual	-	26 207
Lease liabilities	164 029	309 243
Foreign exchange loss	96 194	-
Other accruals	458 993	-
Total deferred tax asset	770 642	3 612 836

The deferred tax assets and the deferred tax liabilities relate to income tax in the same jurisdiction, and the law allows for net settlement. Therefore, they have been offset in the statement of financial position as follows:

Deferred tax liability	(143 671)	(318 638)
Deferred tax asset	770 642	3 612 836
Net deferred tax asset	626 971	3 294 198

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Notes to the special purpose financial statements continued for the year ended 31 March 2026

Reconciliation of deferred tax asset

Opening net deferred tax asset	3 294 198	-
Property, plant and equipment	41 041	(11 673)
Right-of-use assets	151 747	(295 419)
Foreign exchange differences	107 746	(11 546)
Accumulated losses	(3 184 154)	3 184 154
Leave accrual	(71 173)	93 232
Bonus accrual	(26 207)	26 207
Lease liabilities	(145 220)	309 243
Other accruals	458 993	-
Closing net deferred tax asset	626 971	3 294 198

The MicroBank has recognised a deferred tax asset as the MicroBank expects to earn future taxable income, against which the assessable tax loss credits can be applied in future financial periods.

17. Share capital

	31 March 2026 No. of shares	31 March 2025 No. of shares
Authorised ordinary shares	10 000 000	10 000 000
Issued ordinary shares	6 851 000	5 901 000
	31 March 2026 ZWG	31 March 2025 ZWG
Issued share capital	173 448 165	149 393 310

18. Deposits from customers

Deposits from customers represent monies held in non-interest-bearing current accounts on behalf of individual customers. All deposits are demand deposits, repayable in full at the option of the depositor on demand and without prior notice. As at 31 March 2026, the MicroBank held customer deposits of ZWG 77 015 062 (2025: ZWG 18 605 139).

No single customer deposit exceeds 1.1% of total deposits. The weighted average contractual maturity is less than one month.

	31 March 2026 ZWG	31 March 2025 ZWG
Deposits from customers	77 015 062	18 605 139

19. Deferred income

Remittance commission	194 920	193 477
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20. Other liabilities

	31 March 2026 ZWG	31 March 2025 ZWG
Other payables - related parties	15 280 986	3 583 135
Settlement accounts	3 705 511	3 467 444
Accrued expenses	1 188 209	3 623 218
Total financial instrument - other liabilities	20 174 706	10 673 797
Accrued leave pay	85 661	377 129
IMTT payable	1 132 857	1 307 648
Employee taxes payable	429 341	520 269
Accrued bonus	-	106 019
Other taxes payable	666 370	-
Total non-financial instruments - other liabilities	2 314 229	2 311 065
Total other liabilities	22 488 935	12 984 862

Notes to the special purpose financial statements continued for the year ended 31 March 2026

21. Current tax payable

	31 March 2026 ZWG	31 March 2025 ZWG
Normal tax	307 036	-
Withholding tax	4 735 672	-
Total current tax payable	5 042 708	-

22. Cash generated from operations

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Loss before income tax	(16 488 717)	(22 375 446)
Adjustments for non-cash items:		
Depreciation (note 8)	983 362	694 755
Adjustments for items which are presented separately:		
Interest charges (note 15)	150 583	162 787
Changes in working capital		
Increase in other assets	(14 265 263)	(8 565 757)
Increase in other liabilities	67 940 761	31 783 478
Cash (used in) / generated from operations	38 320 726	1 699 817

23. Related party balances and transactions

Key management compensation

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Salaries and other short-term benefits	(7 383 397)	(4 105 303)
Post employment benefits	(28 714)	(17 547)
Total key management compensation	(7 412 111)	(4 122 850)

Related party balances

Amounts included in other assets regarding related parties:

	31 March 2026 ZWG	31 March 2025 ZWG
Send Money Home (Private) Limited	22 007 634	9 320 750
Mukuru Financial Services (Pty) Ltd	46 439	-
Total	22 054 073	9 320 750

Amounts included in other payables regarding related parties:

	31 March 2026 ZWG	31 March 2025 ZWG
Send Money Home (Private) Limited	(7 351 417)	(1 055 247)
Mukuru Shared Services (Pty) Ltd	(5 842 722)	(2 527 482)
Remitix Holdings (Mauritius) Limited	(1 928 592)	-
Remitix Limited (UK)	(158 255)	(203)
Mukuru Financial Services (Pty) Ltd	-	(203)
Total	(15 280 986)	(3 583 135)

Amounts due from /(to) related parties are on demand and non-interest bearing.

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Notes to the special purpose financial statements continued for the year ended 31 March 2026

23. Related party balances and transactions continued

Related party transactions

	Year ended 31 March 2026 ZWG	15 months ended 31 March 2025 ZWG
Fees and commissions earned from related party		
Send Money Home (Private) Limited	16 196 843	786 341
Fees and commissions incurred to related party		
Send Money Home (Private) Limited	(31 766 563)	(2 323 800)
Remitix Limited	-	(54 643)

All transactions with related parties were conducted on terms and conditions consistent with those applied to third parties and were carried out on an arm's length basis, reflecting prevailing market conditions at the time.

24. Risk management

The MicroBank manages risk through structured processes that identify, measure, and monitor key exposures while ensuring appropriate capital allocation. Policies are reviewed regularly to align with market developments and best practices. The Board sets overall risk management principles covering financial and non-financial risks, while assurance functions monitor the effectiveness of controls and compliance with these policies.

24.1 Capital management

Capital risk is the risk that the MicroBank's capital resources may be adversely affected by external developments. Capital management is considered key for the MicroBank as a going concern. The MicroBank's capital management framework serves to ensure that the MicroBank is capitalized in line with the requirements of its business line, risk profile, regulatory requirements and economic capital standards.

The MicroBank's capital management objectives are to:

- Maintain sufficient capital resources to meet Board set standards in accordance with regulatory requirements.
- Maintain sufficient capital resources to support the MicroBank's risk profile.
- Allocate capital to business lines to support the MicroBank's strategic objectives including optimising return on investment.
- Ensure the MicroBank holds adequate capital in order to withstand the impact of potential stress events.

The MicroBank manages its capital base to achieve a prudent balance between maintaining ideal capital ratios to support business growth and depositors' confidence as well as providing competitive returns.

Regulatory capital is classified into two tiers:

- Tier 1 capital: ordinary share capital, accumulated losses, and reserves, adjusted for regulatory purposes; and
- Tier 2 capital: qualifying subordinated liabilities and other eligible reserves.

This framework ensures the MicroBank maintains adequate capital to support its activities and absorb potential losses. DTMFIs are subject to prescribed minimum regulatory capital requirements and minimum capital adequacy ratios as prescribed from time to time by RBZ which currently are core capital adequacy ratio of 10% and total capital adequacy ratio of 15%.

	31 March 2026 ZWG	31 March 2025 ZWG
Share capital	173 448 165	149 393 310
Accumulated losses	(45 306 712)	(19 081 248)
Tier 1 capital	128 141 453	130 312 062
General provisions (limited to 1.25% of credit risk-weighted assets)	322 132	175 702
Tier 2 supplementary capital	322 132	175 702
Total capital base	128 463 585	130 487 764
Net capital base	128 463 585	130 487 764
Total risk-weighted assets	67 587 686	16 480 867
Tier 1 ratio	189.6%	790.7%
Tier 2 ratio	0.5%	1.1%
Capital adequacy ratio	190.1%	791.8%

Notes to the special purpose financial statements continued for the year ended 31 March 2026

24. Risk management continued

24.2 Credit risk

Credit risk is the risk of financial loss arising from a counterparty's failure to meet its contractual obligations. It originates from the MicroBank's lending, trading, and investment activities.

The MicroBank had no lending activities during 2026 financial year and plans to start lending in the 2027 financial year.

The MicroBank manages credit risk through established policies, procedures, and limits approved by the Board. Credit exposures are controlled through counterparty, group, industry, and geographic limits, which are monitored on an ongoing basis and reviewed regularly. Governance is supported by the Board Credit Committee and Management Credit Committee, which oversee credit approvals, policies, and risk monitoring. Credit quality is actively managed through regular assessment of individual exposures, portfolio concentrations, and the implementation of corrective actions where required. The MicroBank also conducts periodic stress testing to assess the resilience of its credit portfolio under adverse conditions.

The maximum exposure to credit risk is presented in the table below:

	Gross carrying amount	Allowance for expected credit losses	Amortised cost
At 31 March 2026			
Cash and cash equivalents (note 12)	208 712 810	-	208 712 810
Other assets (note 13)	22 095 954	(441 090)	21 654 864
Total	230 808 764	(441 090)	230 367 674

	Gross carrying amount	Allowance for expected credit losses	Amortised cost
At 31 March 2025			
Cash and cash equivalents (note 12)	149 290 153	-	149 290 153
Other assets (note 13)	9 320 750	(754 993)	8 565 757
Total	158 610 903	(754 993)	157 855 910

Allowance for expected credit losses ("ECL") on balances with other banks were assessed as negligible; therefore, no ECL was recognised under cash and cash equivalents.

24.3 Liquidity risk

Liquidity risk is the risk that the MicroBank is unable to meet its financial obligations as they fall due (funding liquidity risk) or cannot realise assets at reasonable prices to meet liquidity needs under stressed conditions (market liquidity risk). The MicroBank manages liquidity risk through a board approved liquidity risk framework, which defines risk appetite, limits, and governance structures. The framework is designed to ensure that adequate liquidity is maintained at all times to support business operations, maintain market confidence, protect stakeholder interests, and comply with regulatory requirements, under both normal and stressed conditions. Ultimate responsibility for liquidity risk management rests with the Board, which delegates oversight to the Board Risk Committee and the Assets and Liabilities Committee ("ALCO"). The framework is reviewed at least annually and approved by the Board. Day-to-day liquidity management is performed by the Treasury function, which is responsible for managing liquidity positions across operational, tactical, and strategic horizons. Independent oversight and assurance are provided by Risk Management and Internal Audit.

24.3.1 Liquidity ratio

	31 March 2026 ZWG	31 March 2025 ZWG
Total liquid assets	208 712 810	149 290 153
Total deposits and other short-term liabilities	105 332 792	32 310 962
Liquidity ratio	198%	462%
RBZ minimum liquidity ratio	30%	30%

24.3.2 Liquidity coverage ratio

	31 March 2026 ZWG	31 March 2025 ZWG
High quality liquid assets	203 891 508	147 794 599
Cash outflows*	(3 850 752)	(930 255)
Cash inflows	-	-
Total net cash outflow	(3 850 752)	(930 255)
Liquidity coverage ratio	5 295%	15 888%
RBZ minimum liquidity coverage ratio	100%	100%

*Cash outflows consist of stable individual customer deposits.

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24. Risk management continued

24.3.3 Liquidity profiling

The liquidity profile of contractual cash flows are presented in the following table. Total cash flows are undiscounted contractual amounts and the carrying amount represent the statement of financial position carrying values.

	Notes	Less than 1 month	1 to 3 months	3 to 6 months	6 to 12 months	1 to 5 Years	Total	Carrying amount
Liabilities:								
Deposits from customers	18	(77 015 062)	-	-	-	-	(77 015 062)	(77 015 062)
Other liabilities	20	(20 174 706)	-	-	-	-	(20 174 706)	(20 174 706)
Lease liabilities	15	(49 274)	(147 798)	(147 798)	(246 297)	(98 524)	(689 691)	(636 998)
Total		(97 239 042)	(147 798)	(147 798)	(246 297)	(98 524)	(97 879 459)	(97 826 766)
Assets:								
Cash and cash equivalents	12	208 712 810	-	-	-	-	208 712 810	208 712 810
Other assets	13	21 654 864	-	-	-	-	21 654 864	21 654 864
Total		230 367 674	-	-	-	-	230 367 674	230 367 674
Liquidity position		133 128 632	(147 798)	(147 798)	(246 297)	(98 524)	132 488 215	132 540 908
Cumulative liquidity surplus		133 128 632	132 980 834	132 833 036	132 586 739	132 488 215	132 488 215	132 540 908

	Notes	Less than 1 month	1 to 3 months	3 to 6 months	6 to 12 months	1 to 5 Years	Total	Carrying amount
Liabilities:								
Deposits from customers	18	(18 605 139)	-	-	-	-	(18 605 139)	(18 605 139)
Other liabilities	20	(10 673 797)	-	-	-	-	(10 673 797)	(10 673 797)
Lease liabilities	15	(56 643)	(169 954)	(169 954)	(283 290)	(793 152)	(1 472 993)	(1 250 979)
Total		(29 335 579)	(169 954)	(169 954)	(283 290)	(793 152)	(30 751 929)	(30 529 915)
Assets:								
Cash and cash equivalents	12	149 290 153	-	-	-	-	149 290 153	149 290 153
Other assets	13	8 565 757	-	-	-	-	8 565 757	8 565 757
Total		157 855 910	-	-	-	-	157 855 910	157 855 910
Liquidity position		128 520 331	(169 954)	(169 954)	(283 290)	(793 152)	127 103 981	127 325 995
Cumulative liquidity surplus		128 520 331	128 350 377	128 180 423	127 897 133	127 103 981	127 103 981	127 325 995

The MicroBank's liquidity profile is subject to significant concentration risk arising from the composition of its funding base. As at the reporting date, all customer deposits held by the MicroBank are demand deposits, repayable on demand at the option of the depositor, with no fixed contractual maturity. This funding structure means that, in the event of simultaneous or mass withdrawal, the MicroBank could face material liquidity pressure within a very short timeframe.

- The directors mitigate this risk through the following measures:
- Maintaining sufficient liquid assets to meet reasonably foreseeable levels of demand withdrawals;
 - Monitoring depositor behaviour and concentration on an ongoing basis;
 - Ensuring alignment with the MicroBank's liquidity management framework and applicable regulatory liquidity requirements.

24.4 Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: interest rate risk, foreign exchange risk and other price risk. It results from fluctuations in market prices of financial instruments between the initiation and settlement of trading positions, which may lead to exchange gains or losses. The MicroBank's primary sources of market risk are foreign exchange risk and interest rate risk.

The MicroBank manages market risk in accordance with Board-approved policies that set limits on foreign exchange and interest rate exposures. Treasury operations monitor positions daily and take corrective action where necessary. Regular sensitivity analyses and stress tests are performed to evaluate the potential impact of market fluctuations on earnings and capital, with results reported to management and the Board.

The MicroBank uses the Standardized Approach for regulatory capital requirements on market risk.

24.4.1 Exposure to interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of financial instruments will fluctuate due to changes in market interest rates. The Board and Management monitor and manage this risk through periodic repricing analysis, interest rate gap assessments, and the setting of appropriate risk appetite limits, with the objective of maintaining net interest income within acceptable parameters while safeguarding the institution's capital adequacy and financial stability.

As at 31 March 2026, the MicroBank held no interest-bearing financial assets or liabilities and accordingly has no material exposure to interest rate risk during the current reporting period. This position will be reassessed upon commencement of lending activities planned for financial year 2027.

Notes to the special purpose financial statements continued

for the year ended 31 March 2026

24. Risk management continued

24.4.2 Exposure to foreign exchange risk

This is a risk that the value of a financial liability or asset denominated in foreign currency will fluctuate due to changes in the exchange rate. The MicroBank takes on exposures to the effects of fluctuations in the prevailing foreign currency exchange rates in the financial position and cash flows. Mismatches on foreign exchange assets and liabilities are minimised through the daily monitoring of the net foreign exchange exposure by Treasury.

Key techniques to measure exposure to foreign currency risk are through monitoring of net open position as well as stress testing;

Net open position management

Foreign exchange risk is managed through daily monitoring of the net foreign exchange exposure by Treasury. This is achieved through limiting exposure per currency against total qualifying capital held. In compliance with regulatory provisions, exposure to a single currency is limited to 10% of total qualifying capital while total exposure is limited to 40% of the same.

Stress tests

Stress tests provide an indication of losses that could arise in extreme positions. The risk is controlled through control of open position as per ALCO directives, RBZ requirements and analysis of the market. The MicroBank manages this risk through monitoring long and short positions and assessing the likely impact of forecasted movements in exchange rates on the MicroBank's profitability.

The table below summarises the MicroBank's US\$-denominated financial instruments at their carrying amounts, expressed in ZWG.

	31 March 2026 ZWG	31 March 2025 ZWG
Cash and cash equivalents	208 692 265	149 287 341
Other assets	22 095 954	9 320 750
Total financial Assets	230 788 219	158 608 091
Lease liabilities	636 998	1 250 979
Deposits from customers	77 015 062	18 605 139
Other liabilities (financial instrument)	20 174 706	10 673 798
Total financial liabilities	97 826 766	30 529 916
Net position	132 961 453	128 078 175

24.5 Other risks

24.5.1 Legal and compliance risk

Legal and compliance risk is the potential for financial loss, penalties, or reputational damage arising from non-compliance with applicable laws, regulations, contracts, or codes of conduct. The MicroBank manages these risks through Board-approved policies, regular legal and compliance reviews, monitoring of operational activities, and proactive engagement with legal and regulatory advisors to mitigate potential adverse impacts. The MicroBank ensures that the management and operations of the business is done within the established governance and regulatory control framework of the Reserve Bank of Zimbabwe and other regulatory bodies. Independent legal and compliance units are in place to monitor legal and compliance requirements and always ensure adherence.

During the year, the MicroBank incurred regulatory penalties totalling ZWG 102 220 (2025: ZWG nil), levied by the Reserve Bank of Zimbabwe in respect of the late submission of the climate risk profile, a once-off delay in processing the statutory reserve payment, and the delayed appointment of the Board sustainability champion.

In addition, the RBZ gave the MicroBank a written warning in respect of the delayed publication of the abridged special purpose audited financial statements for the period ended 31 March 2025 and the non-submission of an updated net open position policy.

24.5.2 Operational risk

Operational risk is defined as the risk of loss arising from inadequate or failed internal processes, people, and systems, or from external events. This includes legal risk but excludes reputational and strategic risks. The MicroBank has established a comprehensive Operational Risk Management Framework, supported by an Operational Risk Policy and related policies covering key risk categories. Risk appetite and tolerance limits are defined in the Risk Appetite Statement and are reviewed at least annually by the Board, based on recommendations from the Board Risk and Compliance Committee. Oversight of operational risk is exercised by the Board through the Board Risk and Compliance Committee, with responsibility for implementation delegated to Management.

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24 Risk management continued

24.5.3 Strategic risk

Strategic risk is the risk of adverse impacts on the MicroBank’s ability to achieve its business objectives arising from inappropriate strategic decisions, ineffective implementation, or changes in the external environment. The MicroBank manages strategic risk through a Board-approved framework that defines risk appetite, monitoring metrics, and escalation procedures. The Board approves the MicroBank’s strategy, which is developed by executive management, and retains ultimate oversight of its implementation and performance. Execution of the strategy is the responsibility of the Chief Executive Officer and the executive team, while the Board provides ongoing oversight and challenge. The Board reviews the performance, relevance, and continued appropriateness of the strategy on a quarterly basis, taking into account internal performance indicators and external market developments. The MicroBank also utilises scenario analysis and stress testing to assess the potential impact of adverse conditions on strategic objectives and to support proactive decision-making. Clear governance structures are maintained, including the separation of the roles of Chairman and Chief Executive Officer, to ensure effective oversight and accountability. This approach supports alignment between strategy, risk appetite, and long-term value creation.

24.5.4 Environmental, social and governance risk

Environmental, social and governance (“ESG”) risk refers to potential financial, operational, or reputational losses arising from environmental, social, or governance factors. Environmental risks include climate-related or resource-based impacts; social risks relate to employee, customer, or community issues; and governance risks arise from inadequate oversight, unethical conduct, or regulatory non-compliance. The MicroBank monitors and manages ESG risks as part of its broader risk management framework to mitigate potential adverse effects on financial performance and reputation.

24.5.5 Reputational risk

Reputational risk is defined as the risk of damage to the MicroBank’s brand and market standing, which may impair its ability to retain existing business and attract new clients. The MicroBank manages this risk by ensuring that all business activities are conducted in compliance with applicable legal and regulatory requirements. In addition, the MicroBank maintains a robust corporate governance framework aligned with international best practices. The MicroBank has established mechanisms to monitor customer satisfaction and to address customer feedback, queries, and complaints in a timely and effective manner, thereby supporting service quality and maintaining stakeholder trust. Reputational risk is not managed in isolation but is recognised as a consequential risk, typically arising from the crystallisation of other risk types, including strategic, fraud, operational, and regulatory risks. Accordingly, reputational risk considerations are embedded within the enterprise risk management framework and incorporated into the assessment of all material risks.

24.5.6 Cyber and information and technology risk

IT risk refers to the risk of loss arising from system failures, process weaknesses, or inadequate information security controls. Cybersecurity risk is a key subset of IT risk and refers to the potential for loss resulting from cyberattacks, data breaches, or other security incidents that compromise the confidentiality, integrity, or availability of the MicroBank’s information systems and data. Such events may lead to financial loss, operational disruption, legal liabilities, and reputational damage. The MicroBank recognises the increasing threat posed by cybercrime and is committed to maintaining a strong and resilient cybersecurity posture. No material cyber incidents were reported during the period; however, the MicroBank continues to monitor the threat landscape and enhance its controls to address emerging risks.

Key mitigation measures implemented by the MicroBank include:

- Information security policies, which provide governance and safeguards over sensitive information;
- Network security controls, including firewalls, intrusion detection and prevention systems; and
- Ongoing staff training, aimed at strengthening cybersecurity awareness and promoting best practices across the MicroBank.

The Board has established policies, governance structures, and risk management frameworks that collectively provide a comprehensive approach to managing technology and cybersecurity risks, thereby supporting the resilience and integrity of the MicroBank’s operations.

24.5.7 Financial crime risk

Financial crime risk refers to the risk that the MicroBank’s products, services, or operations may be used to facilitate criminal activity, including money laundering, terrorist financing, proliferation financing, fraud, bribery and corruption, tax evasion, and sanctions violations. The MicroBank is committed to maintaining the highest standards in combating financial crime and operates in accordance with RBZ directives, applicable legislation, and international best practices. A comprehensive Anti-Money Laundering (“AML”)/Combating the Financing of Terrorism (“CFT”)/Counter-Proliferation Financing (“CPF”) framework has been established to identify, assess, and mitigate these risks.

Oversight is provided by the Board through its Risk and Compliance structures, while management is responsible for implementation and ongoing monitoring. The MicroBank applies a risk-based approach to financial crime, supported by key controls including:

- Customer due diligence (“CDD”) and enhanced due diligence (“EDD”) for high-risk customers;
- Transaction monitoring and suspicious activity reporting to the Financial Intelligence Unit (“FIU”);
- Sanctions screening; and
- Staff training and ongoing risk assessments.

Financial crime risk is embedded within the MicroBank’s enterprise risk management framework and is closely linked to operational, regulatory, and reputational risks. The MicroBank maintains

Notes to the special purpose financial statements continued
for the year ended 31 March 2026

24 Risk management continued

a strong compliance culture and cooperates with regulatory and law enforcement authorities to combat financial crime and protect the integrity of the financial system.

24.5.8 Conduct risk

Conduct risk refers to the likelihood of harm arising out of the decisions and actions of the MicroBank, which harm may befall customers, employees, the MicroBank itself and its shareholders, as well as the market in which the MicroBank operates. Conduct risk emerges where there is insufficient consideration of outcomes of strategy or its execution on the various stakeholders that the MicroBank owes obligations to. The MicroBank has no appetite for negative conduct risk outcomes and has put in place measures, policies and procedures to safeguard Treating Customers Fairly (“TCF”) principles within the MicroBank and all third parties who deal with the MicroBank. The TCF principles emanate from the Microfinance Act [Chapter 24:29] and the Consumer Protection Framework under the supervision of the Reserve Bank of Zimbabwe. The Compliance Function is responsible for monitoring compliance with conduct risk regulations and policies.

24.5.9 People risk

People risk is the risk relating to the business workforce resourcing, utilisation/productivity, skills, competencies, and behaviours to manage and operate the business, including engaging with customers. It includes issues related to the loss of essential skills, failure to fill certain positions and inability to retain and/or attract skilled staff who can meet the demands of a changing environment. The risk also includes the lack of adequate backup or succession plans, which may affect continuity and quality of work. The MicroBank has policies that are supported by various standards including the Code of Ethics to sustainably acquire and retain appropriate skills. The Code of Ethics underpins the behaviours that are consistent with the values of the MicroBank and serves to guide how the MicroBank’s people interact amongst each other, with customers, communities and other stakeholders.

24.5.10 Risk and ratings

The RBZ is mandated to conduct regular examinations of the banks and financial institutions it regulates. During the current reporting period, the RBZ conducted a desktop examination of the MicroBank’s operations, compliance, and financial position. The MicroBank cooperated fully with the examination process, and no material findings were raised that would have a significant impact on the MicroBank’s operations or financial statements.

The MicroBank is also yet to have an external agent’s credit rating exercise done.

25 Going concern

The financial statements have been prepared on the basis of accounting policies applicable to a going concern. The basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

26 Events after the reporting date

The directors are not aware of any material event which occurred after the reporting date and up to the date of this report.