



SERVICE CHARTER

Who is SECZim?

The Securities and Exchange Commission of Zimbabwe (SECZim) is a statutory body established in terms of section 3 of the Securities and Exchange Act [Chapter 24:25]. It was operationalised in 2009. SECZim is the regulatory body for the securities and capital markets in Zimbabwe.

What do we do?

The SECZim's key functions are:

- To regulate trading and dealing in securities
- To register, supervise and regulate securities exchanges
- To encourage the development of free, fair, and orderly capital and securities markets in Zimbabwe
- To advise the Government of Zimbabwe on all matters relating to securities and capital markets
- To promote investor education.

What is our Service Delivery Commitment?

In the interest of offering all stakeholders consistent service, SECZIM commits to the following service standards:

Licensee processing and stakeholder engagement

Guided by established standards, best practice and integrity and harnessing technology for innovation, we shall

- regulate trading and dealing in securities
- register supervise and regulate securities exchanges
- license supervise and regulate licensed persons
- encourage the development of free fair and orderly capital and securities markets in Zimbabwe
- advise the Government of Zimbabwe on all matters relating to securities and capital markets
- promote investor education

Speed of Service

In the table are the target response times for queries and enquiries that we receive from our stakeholders. It must be noted that some cases may take less or longer time periods depending on the complexity of the matter:

| Activity | Action | Timeframe |
|--------------------------------|--|--|
| Phone calls | Answer Calls | Within 3 rings |
| Visitors at Reception | Attend to clients and visitors | Immediately |
| Media Enquiries | Attend to media enquiries | 3 days depending on the nature of the enquiry |
| Receipting | Receipt payments | Upon receipt of payment |
| Emails | Acknowledge emails | 24 hours |
| Letters | Respond to letters within 3 days | 3 days |
| Distribution of correspondence | Direct correspondence to offices immediately | Immediately |
| New Application | Register New Applications | 60 Days for applicant to meet all licensing requirements |
| | | 10 days – internal review and processing of application |
| Complaints Handling | Acknowledgement of complaints | 24 hours |
| | Update complaints and enquiries register | immediately |
| | Provide first response | 3 days |

Quality of Service

We shall

- maintain a Complaints Register accessible via landline mobile phone WhatsApp email and website
- have a Suggestion box
- maintain social media platforms which are updated daily including Facebook Twitter LinkedIn and Instagram

Accessibility

We shall have

- friendly facilities for the elderly and the disabled people
- an Interactive and up-to-date website
- outreach programmes
- a WhatsApp line - +263 71 932 2922
- decentralisation of services, over time to other geographic locations to complement current virtual platform access

Courtesy

We offer

- friendly, polite receiving of clients and phone calls using a standard greeting
- a SECZim message on hold
- information on Services
- brochures and education materials in hard and soft copy
- an updated and reliable Website service on www.seczim.co.zw
- a quarterly Newsletter

Feedback

To improve our service delivery to you, we welcome your feedback as follows:

- provide us with your complaints, suggestions and compliments via telephone, email, social media platforms, or suggestion boxes
- We shall treat all information with confidentiality and privacy
- We shall address all feedback within 48 hours

Contact Details

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Social media handles

Facebook @Securities and Exchange Commission of Zimbabwe
Twitter @SECZIM
LinkedIn @SEC ZIM
Instagram @seczim