

YOUR TRUE AFRICAN PREMIER MAGAZINE

# MONEYMATTERS

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Patrick Mamathuba

Jerry Mnisi

Dumisani Dlamini

Derrick Msibi

## STANLIB ESWATINI

**E2M TO E17 BILLION  
IN 25 YEARS**

**TREAT YOUR MONEY  
WITH RESPECT**

**BUILDING WEALTH  
THROUGH PROPERTY**

**P1**

**P3**

**BANK ZERO FOUNDER, P2  
BLUEPRINT FOR REVOLUTIONIZING  
THE BANKING INDUSTRY AFRICA**



# STANLIB

Invest in

**M**  **RE**

STANLIB Asset Management (Pty) Ltd ("STANLIB") is an authorised Financial Service Provider.

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## Editors Note

My financial advisor asked me “what is your net worth”, I said “I don’t own a net”, only to find out that that’s not what she meant. (P.S I still don’t have one). Nonetheless, MoneyMatters had the opportunity to interact with people who do have a net-worth and in this issue, you will get to learn a couple of things from them.

This issue covers STANLIB, who are the largest asset managers in Eswatini and the celebration of their big milestone. You get to know about paperless banking with one of the big venture capitalists in the banking industry who is also one of the founders of Bank Zero. We get an interview with a property expert and founder of Prosperity Enterprises. Galleries from Finance Indaba and another one from an event where IFC partnered with World Bank. This issue continues to cover the growing fintech industry in Eswatini. We also get to know more about one of the largest finance companies in the world through an interview with the vice president of Sage.

**Enjoy the read!**

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**Mr. Dumisani Dlamini, STANLIB MD**

“Our 25th anniversary is not just a celebration; it reflects our core values. It embodies our commitment to depth and longevity, demonstrating our resolve to stand by you through time.”





**Mr. Jerry Mnisi, STANLIB Chairman**

“From our initial capital of E2 million, we now manage assets worth an impressive E17 billion. This progress showcases our resilience, dedication, and a shared vision of success through meaningful investments.”







**Mr. Derrick Msibi, STANLIB CEO**

“Our focus will be on innovation, sustainability, and client-centric solutions”



# STANLIB

## STANLIB REACHES 25 YEAR MILESTONE IN ESWATINI



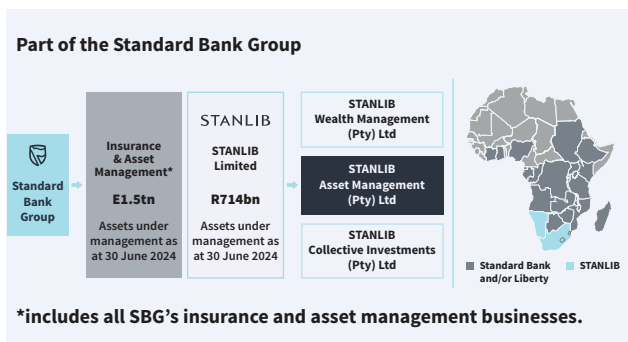
### CELEBRATING 25 YEARS OF INVESTING IN MORE

- STANLIB Eswatini opened offices in the country in 1999
- Growth from E2 million in assets managed to over E17 billion today

**T**he launch of STANLIB Eswatini in 1999 ushered in a new era in the country's investment management landscape. This year, STANLIB Eswatini turns 25 years old. The opening of STANLIB Eswatini's offices introduced an investment management service provider with both a local and an international focus. We aim to help our clients achieve their objectives through a low-risk approach to investment management.

STANLIB Eswatini offers diverse investment solutions, from Corporate Cash Solutions to Retirement Fund Solutions, Institutional Solutions (Segregated Mandates), Retail Solutions (Unit Trusts) and Alternatives (Direct Property and Credit Alternatives). Our growth has not only been in terms of years, but also in size: from E2 million in capital assets in 2002 to over E17 billion today.

### OUR HISTORY



STANLIB Eswatini's growth accelerated in 2002 after the merger of the asset management, wealth management and unit trust businesses of the Liberty Life Group with Standard Bank Group (SBG). This cemented a history of collaboration that began in the 1960s. Liberty and Standard Bank were both top ten asset managers in South Africa. The combination of their assets made STANLIB Asset Management one of the largest asset managers in South Africa. STANLIB Asset Management Limited is 100%-owned by Liberty Holdings, which in turn is 100%-owned by the SBG. Total assets managed by STANLIB Limited were E714 billion at 30 June 2024.

On 28 February 2022, SBG acquired a 100% stake in Liberty Holdings. Liberty became a wholly-owned subsidiary of SBG and was delisted from the JSE on 1 March 2022. Today, STANLIB Asset Management is included in SBG's insurance and asset management business unit.



### IMPACT OVER THE YEARS

STANLIB Eswatini is not just an investment management company, but a partner in the country's socio-economic growth. Since its establishment, STANLIB has been actively involved in the public-private partnership (deal structuring and execution with the government and our institutional clients) with government of Eswatini.

STANLIB is committed to the growth and success of Eswatini, which is evident in our ever-evolving role in the development of the country's investment landscape. We have participated in key infrastructure projects, including road development and hydroelectricity capital projects. We are also part of key property ventures such as Bhunu Mall, The Gables, MA Dlamini Properties and Buhleni Plaza. STANLIB remains committed to the Kingdom and Capital Markets industry. Through our corporate social investments, we support the SOS Children's Village, thereby investing in the future of the country.







DR. PHIL MNISI

## STANLIB ADDS TREMENDOUS VALUE TO ESWATINI – DR PHIL MNISI

Central Bank Governor and former STANLIB Eswatini Chairman Dr Phil Mnisi has congratulated the institution on achieving this milestone. Dr Mnisi has known STANLIB since its formative years. He described STANLIB as a resilient institution which has demonstrated commitment. “STANLIB is also an innovative institution that is responsive to customer needs.” He said that STANLIB has had a positive impact in Eswatini, galvanising economic growth and with an impressive track record of achievements. “They have created employment and uplifted the lives of Emaswati,” he said. STANLIB Eswatini’s position within Standard Bank gives people a sense of security and comfort that the institution is in the country for the long haul, he added.

Congratulations to STANLIB Eswatini for achieving this milestone. Twenty-five years is no small feat. Well done to everyone who has played a part in the growth trajectory of this great institution that has added tremendous value to the kingdom of Eswatini.

## STANLIB ESWATINI MD’S MESSAGE



MR. DUMSANI DLAMINI

## A MILESTONE ACHIEVED TOGETHER

On behalf of the entire STANLIB family, we are grateful and humbled to have served Eswatini for 25 years. These years have been a journey of growth—not just ours, but also yours and that of the nation we proudly call home. Since our first day of operation in 1999, we have made an economic impact, including through key infrastructure and energy projects. Together, we embrace the philosophy of ‘Investing in More’ and weave it into our shared aspirations and achievements.

Our 25<sup>th</sup> anniversary is not just a celebration, it reflects our core values. It embodies our commitment to depth and longevity, demonstrating our resolve to stand by you through time. We provide a wide range of products tailored to diverse client needs, highlighting our agility and innovation. These offerings ensure we remain relevant and purposeful and able to fulfil your evolving financial goals. As a forward-thinking brand, we are dedicated to delivering solutions that truly matter.

This milestone is a testament to our focus on you—our valued clients, partners, and stakeholders. Your trust and investment in us are the foundation of our success. It is a great responsibility and honour to safeguard your financial journey. To every member of Team STANLIB, past and present, we thank you for your unwavering dedication. Each of you has contributed to the strong foundation we celebrate today. Our current team is highly skilled, passionate and knowledgeable about local and international markets, economies and asset classes.

STANLIB’s journey has not always been smooth, but it has been marked by resilience and determination through all seasons. Together, we have overcome challenges and emerged stronger, guided by our principles of being solution-minded, thoughtful, transparent, and authentic.

Thank you for an incredible 25 years. We remain curious and confident as we look ahead, ready to “Invest in More” beyond this milestone.

Siyabonga!

## BOARD CHAIRMAN MESSAGE



MR. JERRY MNISI

## WE ARE HERE FOR MANY MORE YEARS

The Board of Directors of STANLIB Eswatini is greatly honoured to celebrate 25 years of service and growth with the nation. This significant milestone reflects the power of collaboration and shared purpose, which have guided our journey since 1999.

Our impact is felt throughout Eswatini, through infrastructure and property investments that support the nation’s socio-economic development. From our initial capital of E2 million, we now manage assets worth an impressive E17 billion. This progress showcases our resilience, dedication, and a shared vision of success through meaningful investments.

We also extend our sincere gratitude to the past and present board, management, and staff of STANLIB Eswatini for their selfless contributions. Your exemplary hard work, passion and commitment have been the cornerstone of our achievements.

To our partners and the greater STANLIB group, thank you for your unwavering support and the empowerment of a strong parent structure. These synergies have enabled us to grow over the years.

To everyone and every institution that has invested in us, *siyabonga kakhulu!* Your trust inspires us to keep delivering excellence. We remain committed to managing your finances with integrity, honesty, and a focus on delivering results.

This anniversary reaffirms our promise to help you ‘invest in more.’ That is the essence of who we are. We will continue creating solutions, adding value and growing with you.

**Happy anniversary, STANLIB Eswatini! Here’s to many more years of growth, impact and shared success.**

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# STANLIB

## STANLIB CELEBRATES 25 YEARS OF MORE



### FINANCE MINISTER LAUDS STANLIB'S 25-YEAR IMPACT ON THE ECONOMY

... assures businesses that the Eswatini economy is on an upward trend ripe for investments.

EZULWINI – Minister of Finance, Neal Rijkenberg, has commended STANLIB Eswatini for its substantial and positive impact on the country's economy over the past 25 years.

Speaking at STANLIB Eswatini's 25th-anniversary celebration at Mandela's, Malkerns, on 4 December 2024, Minister Rijkenberg lauded the asset manager for its consistent growth. He specifically highlighted STANLIB's current management of E17 billion in assets as a testament to its resilience and expertise. The entity started out with just E2million under management in Eswatini in 1999.

Minister of Information, Communication and Technology Savannah Maziya, captains of industry, stakeholders and dignitaries were among guests who attended the commemoration event.

### STANLIB AN EXAMPLE OF RESILIENT GROWTH

Delivering the event's keynote address, the Minister spoke on the impact of investments on the Eswatini economy. "I am impressed by the performance of STANLIB. Congratulations on the remarkable growth over the past 25 years. Managing E17 billion in assets is a significant achievement and I commend the entire team involved," he said.

The Minister said it was encouraging to see the private sector's growth post-1994 and acknowledged that entities like STANLIB thriving, despite the economy not growing much at the time, was worthy of congratulations.

He also mentioned that among the positives for the economy, Moody's Investor Service recently upgraded Eswatini's global credit rating from B3 Positive to B2 Stable. He stated that this upgrade signals to global investors that the country is improving its financial stability and economic health. With this upgraded rating, Eswatini is seen as a safer place to invest, which is expected to attract more foreign investment.

"Eswatini is a good place to do business. We thank everyone for supporting and believing in government. We hope all investments will continue, and from the ratings we got recently, we believe we will continue to have a fruitful partnership with the private sector and in the years to come," he said.



### CHAIRMAN CELEBRATES PARTNERSHIPS FOR ECONOMIC GROWTH

The STANLIB Eswatini Chairman Jerry Mnisi provided a special touch to the event as he singled out various individuals who have been a part of the STANLIB journey from inception to the present.

Some of those including past managing directors were present and received applause from the audience.

Mnisi also thanked the board for contributing to the growth, noting that every member was a Chartered Accountant. He said this demonstrated their serious commitment to looking after their clients' money.

"We also thank our clients. I prefer to use the word partners because we go through things together," he said.

Mnisi reiterated STANLIB's unwavering commitment to Eswatini. "I want to assure everyone that STANLIB is here to stay. We are committed to Eswatini for the next 25 years and beyond, dedicated to delivering for Emaswati," he reassured, instilling a sense of security in the audience about STANLIB's continued presence and contribution to the country's economy.

STANLIB Eswatini's investments have created 106 direct jobs and 781 indirect jobs, positively impacting countless Emaswati households.

The Chairman of STANLIB, Eswatini, Jerry Mnisi, disclosed this. He said that at STANLIB Eswatini, they understand that their role extends beyond investment management. "We are committed to actively participating in our nation's socio-economic growth. Our involvement in public-private partnerships has seen us engage in critical infrastructure projects, including road development and hydroelectricity initiatives," he said.

Mnisi shared that STANLIB had invested in significant property ventures such as Bhunu Mall, The Gables, and Buhleni Plaza. "These projects not only create jobs but also stimulate local economies and improve the quality of life for Emaswati," he said.



**'ESWATINI IS OUR HOME, WE DRIVE HER GROWTH.'**

Derrick Msibi, the Head of Asset Management at Standard Bank Group, stated the 25-year milestone serves as a testament to the bank's commitment to the future of investment management in Eswatini and beyond.

"Our presence here today reflects our dedication to supporting the economic growth of Eswatini. We want to say that Eswatini kusekhaya. Eswatini is our home, we drive her growth," he said.

Msibi also shared the rich history of STANLIB since it opened its doors in Eswatini in 1999. "STANLIB Eswatini was our first asset management entity outside our head office. Since then, we have expanded to eight other countries with recent openings in 2023 in Angola, followed by Kenya and Uganda in 2024," he said.

Looking to the future, he said the vision for STANLIB Eswatini is to expand its footprint and enhance offerings, ensuring that it remains at the forefront of the investment management industry and the development of capital markets. "Our focus will be on innovation, sustainability, and client-centric solutions. By leveraging our collective expertise, we are well-positioned to respond to the evolving needs of our clients and the dynamic landscape of investment management," he said.

Msibi also assured the clients that STANLIB remains committed to compliance and thanked the regulators for their oversight.



### MD PAYS GLOWING TRIBUTE TO TEAM, CLIENTS

The Managing Director of STANLIB Eswatini Dumisani Dlamini has credited the growth of the institution to the skills and experience of the professionals working there.

"Now, as we reflect on our achievements, I want to take a moment to express my unwavering confidence in our dedicated team. Each member of our team plays a crucial part in our success, and it is their hard work and commitment that have propelled us to where we are today. Together, we embody the spirit of collaboration and innovation that defines STANLIB Eswatini," he said.

Behind the MD was a visual presentation showcasing STANLIB talented staff and their roles.

The MD also reiterated that at STANLIB, their commitment to clients remains a top priority. "We understand the responsibility that comes with managing your investments, and we are dedicated to providing you with exceptional service and tailored solutions. Our approach is rooted in integrity, transparency, and a deep understanding of the unique challenges and opportunities that our clients face," he said.

# Our history



Standard Bank

**162**  
years

LIBERTY  
In it with you

**67**  
years

**STANLIB**

**25**  
years



## STANLIB'S SILVER ANNIVERSARY BEFITS YEARS OF EXCELLENCE

4 December 2024 is etched as a historical day for the STANLIB family as it gathered with its stakeholders and clients for its 25 years anniversary. The world-class setting of STANLIB Eswatini's Silver Anniversary Commemoration under the summer evening skies in Malkerns personified the celebration of a brand that had stood the test of time.

A welcoming area on the green lawns greeted guests as they made their way to the event. It provided a platform for networking as the STANLIB team interacted with every guest to the background of soulful jazz

music from Fakazi Samuel. As guests made their way to the main event area, a crisp dark blue carpet led them to a transparent marquee's entrance.

Eswatini artists' live music entertained the guests between speeches during the event. Zamo Dlamini excited the crowd as she shared her hits and other cover songs to which the crowd sang. She was one of the highlights of the night.

Gifted Programme Director Phila PHD Dlamini kept the event's mood high and celebratory, constantly sharing light and informative comments that kept the crowd engaged. At one point, the Minister of Finance remarked that he was doing an outstanding job. The marquee was filled with industry and sector stakeholders, making it an excellent networking arena.

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# STANLIB 25 YEARS CELEBRATION GALLERY





## MEET THE STANLIB ESWATINI TEAM



**DUMSANI DLAMINI**  
Managing Director



**MUZIWANELE MANYATHI**  
Senior Business Development Manager



**NOMAHLUBI SIKITI**  
Operations Manager



**MKHOSI MBHAMALI**  
Business Development  
Manager



**LENSHA MSIBI**  
Finance Manager



**THEMBINKOSI DLAMINI**  
Risk & Compliance Manager



**PHETSILE MATSEBULA**  
Risk & Compliance officer





**TSEMBILE COGLIN**  
Financial Accountant



**SAKHILE MAHLALELA**  
Business Development Officer



**TONKHE DLAMINI**  
Operations & Business Development  
Administrator



**NONKULULEKO HLANZE**  
Operations & Business Development  
Administrator



**NOXOLO DLAMINI**  
Operations Administrator



**SAKHILE NKAMBULE**  
Retail Operations Officer



**SIMPHIWE DLAMINI**  
Marketing Specialist



**NOBUHLE MAZIYA**  
Frontline Officer



A portrait of Jaco Grobbelaar, a man with short brown hair, smiling and wearing a light blue button-down shirt. He is positioned in front of a blurred background that appears to be an office or a meeting room with shelves and a whiteboard.

*Jaco Grobbelaar - Managing Director of Prosperity Enterprises*

## Building Wealth Through Property

### Introduction

The property industry offers unique opportunities for financial freedom and investment growth, especially in South Africa. Jaco Grobbelaar, a seasoned real estate investor with more than 15 years of experience, discussed his journey, observations, and perspective on the industry in an interview with Money Matters Magazine Africa.

### The Inspiration Behind a Property Journey

Jaco's conviction that the real estate sector could promote financial independence ignited his enthusiasm for it. Jaco began his career at the age of 21, and he soon saw how real estate investing might help him gain money. Through his business, Prosperity Enterprises, he has honed his skills in financial management and property structuring throughout the years, assisting others in reaching their financial objectives.

### Opportunities and Challenges in the Property Market

The susceptibility of luxury properties, which are greatly impacted by economic mood, is one of the main issues facing the real estate industry. Jaco emphasizes the need of concentrating on reasonably priced lodging, an industry that is always in demand, regardless of the state of the economy.

He also admits that there is a knowledge gap in real estate investing. In order to solve this, Jaco hosts monthly webinars and seminars throughout South Africa, enabling people to make knowledgeable decisions by teaching them on the fundamentals of real estate investing.

### The Future of Property Investment in Africa

Jaco believes that the real estate sector in Africa has enormous potential. He sees the continent as a center for worldwide

investment, providing chances for both domestic and foreign financiers. His goal is to use education and useful resources to change people's opinions about Africa as a profitable place to investment.

### Risk Management and Technology in Property Investment

A key component of Jaco's investment philosophy is efficient risk management. He counsels investors to prioritize finding tenants, buy homes at a discount and make sure they are lettable. He also highlights the importance of technology, pointing to software as a key instrument for property portfolio management and automation. "If you don't keep up, you'll get left behind," cautions him.

### Prosperity Enterprises: A Leading Brand

Prosperity Enterprises has established itself as a leading authority on real estate investment education and structure under Jaco's direction. The company's committed staff works to assist people in reaching their objectives by providing information and advice for navigating the real estate market.

### Conclusion

The journey of Jaco Grobbelaar demonstrates the life-changing power of real estate investing. He is influencing the direction of real estate investing in Africa by fusing cutting-edge technology, strategic investing, and education. Jaco's message to prospective investors is straightforward: anyone can succeed in the real estate market with the correct strategy, and it presents unmatched prospects.

*Michael Jordaan - Bank Zero, Founder/Chairman*

# BANK ZERO'S CHAIRMAN'S BLUEPRINT FOR REVOLUTIONIZING THE BANKING INDUSTRY

### **Interviewed by Timothy Malindzisa**

Michael Jordaan, who was a group CEO of FNB for twelve years from the age of thirty-four, and the now chairman of Bank Zero, recently provided a series of incisive thoughts on banking, innovation, and his job as a venture capitalist with MoneyMatters Magazine Africa. This interview provides insight into the financial industry's changing landscape and the critical role that technology plays in cultivating its future.

**Q: *You have an unusual number of post graduate degrees, tell us more.***

*A: I am a self-confessed nerd and I love learning new things. The only way to remain relevant in a fast-changing world is to embrace life-long learning. My various post-graduate degrees are just a part of that journey and the rest is mostly reading very widely.*

**Q: *What motivated you further your studies in economics.***

*A: Studying economics does not give one a professional qualification as say Engineering, Accounting or Medicine. That means you have to differentiate yourself by climbing higher in the field itself which leads to doing a Ph.D.*

**Q: *What inspired you to found Bank Zero?***

*A: The other co-founders lead by Yatin Narsai are a dream team of bankers and people are always my first consideration when it comes to start-ups. The idea of building a modern bank that does not need to rely on bank fees is obvious.*

**Q: *Where did you get seed capital for Bank Zero?***

*A: I diligently saved money throughout my corporate career. All the founders have committed capital and are not drawing any salaries.*



*They have proper skin in the game which is a great way to launch a start-up.*

**Q: *What is your take as a promoter of innovation on the way we approach the banking industry?***

*A: The RMB logo says it best: Traditional Values, Innovative Ideas. Banks deal with people's hard-earned money so Trust is vital and this means that risks need to be very well managed. But banking also needs innovation so that is why Bank Zero has many cool, unique features and all at zero cost which is a massive innovation in itself.*

**Q: *What are other challenges and opportunities in the banking industry?***

*A: In a few years everyone in Africa will have a smartphone and we can then do away with expensive branches, head offices and cash. Money transfer will be free in-country and much less expensive across borders. Traditional banks will face intense competition from Telcos and Wallet providers.*

**Q: *Do you provide other financial services in addition, like investment, insurance and entrepreneur mentorship?***

*A: Bank Zero follows an ecosystem approach and will rather partner with best-in-class providers of other financial services. The idea is to focus only on transactional banking and make that the best.*

**Q: *In your own words, how do you view the banking industry in Africa?***

*A: Africa has very exciting banking prospects but it will be based completely on mobile services. The traditional model based on branches and cash will not survive. Nearly all financial services will be available as Apps and costs will be much lower.*

**Q: *What is the best thing about your career as a professional entrepreneur?***

*A: The best thing about being a Venture Capitalist is to see other entrepreneurs succeed and in solving problems in the world.*

**Q: *What future plans do you have for Bank Zero as the Chairperson?***

*A: As the Chairperson, I just help to guide the strategic discussion. The ideal role of a chairperson is certainly not about making good decisions, rather to facilitate good decision making.*



# Finance Indaba Corporate Gallery





## Technology Finance Matters



*Jordaan Burger, Vice President of Finance for Africa, Middle East, Asia Pacific, Sage*

# REVOLUTIONIZING ACCOUNTING WITH SAGE

### Introduction

Sage has led the way in accounting and financial software innovation since its establishment in 1981. As a world leader today, Sage provides technology solutions to accelerate growth and improve operations for millions of small and mid-sized businesses (SMBs). We examine Sage's influence on the African market, its expansion plans, and its dedication to sustainability in an exclusive conversation with Jordaan Burger, Vice President of Finance for Africa and the Middle East.

### The Worldwide Legacy of Sage

David Goldman established Sage as a start-up in Newcastle Upon Tyne with the goal of using technology to transform accounting. Originally created for internal usage, the business soon saw its wider potential and has now expanded to become

a reliable partner for SMBs all around the world. Burger asserts that Sage's objective to "break down barriers so everyone can thrive" still directs its activities across countries.

### Adjusting to the Diverse Markets in Africa

Africa's business environment is dynamic and diverse, necessitating customized strategies. Burger says, "We provide solutions that are tailored to the specific requirements of the various markets throughout the continent." Sage makes sure its products meet particular issues, such as multilingual labor management and local tax compliance, by utilizing local knowledge and funding localized research. Sage Payroll and Sage HR, two of the company's cloud-based products, are now indispensable resources for companies negotiating these challenges.

### **Fostering Small and Medium-Sized Enterprises in Africa**

In Africa, the majority of Sage's clients are accountants and SMBs. The company offers technologies that improve compliance, automate processes, and deliver real-time insights through products like Sage Accounting and Sage Intacct. Burger emphasizes how these solutions are scalable, guaranteeing that they expand in tandem with the companies they support. He highlights Sage's importance in promoting entrepreneurship and economic growth by saying, "Our focus is on enabling customers to manage finances and people efficiently."

### **Leveraging AI and Cloud Technology to Drive Innovation in Africa**

Sage's use of cloud computing and artificial intelligence (AI) demonstrates its dedication to innovation. According to Burger, "these technologies enable advanced features like real-time reporting, predictive analytics, and automated invoicing." The AI-powered features of Sage Intacct, such as anomaly detection in financial data, are especially revolutionary since they help organizations cut down on errors and boost productivity. Sage continues to offer a reduction of costs or manual intervention in business processes like a sales order, by using Robotic Process Application (RPA) to automate manual work instead of waiting to replace the technology thus decreasing the Full time equivalent (FTE), which is a unit of measurement used to compare the workload of employees. Sage proceeds to prove that using its features like bill Automation, has the ability to reduce processing time by up to 50% saving business owners a lot of time.

### **Combating Obstacles and Utilizing Chances in Africa**

There are challenges in doing business in Africa. The intricacies of regulations and deficiencies in digital infrastructure provide formidable obstacles. Burger, though, sees these challenges as chances. "There is an opportunity to promote sustainable business practices throughout the continent due to the increasing demand for digital transformation," he says. Sage is well-positioned to take advantage of these opportunities thanks to its proactive strategy, which includes strategic alliances and investments in local talent.

### **Sustainability and Corporate Social Responsibility in Africa**

The influence of Sage goes beyond technology. The corporation promotes sustainable business practices and addresses economic and digital inequality through the Sage Foundation. Sage has donated more than 150,000 volunteer hours and raised close to \$3 million for nonprofit organizations so far. Sage's commitment to establishing avenues for under-represented populations is demonstrated via programs like the FIRST LEGO League and collaborations centered on STEM education.

### **Gazing Ahead with Africa**

Growth and innovation are at the heart of Sage's vision for Africa. Sage Intacct's recent forays into Namibia, Zimbabwe, and Eswatini demonstrate its dedication to addressing the changing demands of the continent. "Being the trusted partner for SMBs is our long-term goal," Burger states. Sage makes sure it is flexible and responsive in a business climate that is changing quickly by keeping on the cutting edge of technology and giving priority to customer feedback.

### **In conclusion**

Sage's experience in Africa is evidence of its flexibility, inventiveness, and steadfast dedication to enabling enterprises. The company keeps breaking down obstacles and redefining what is feasible for SMBs under the financial direction of Jordaan Burger and the worldwide Sage team. Sage is prepared to lead the way, one company at a time, as Africa's need for digital solutions increases.





# INSTACASH TAKING FINANCIAL INCLUSION TO THE NEXT LEVELS

By Staff Reporter

In the heart of Eswatini's financial revolution, one name stands out—INSTACASH. Led by Mandla 'Cheeks' Nxumalo, the Managing Director, INSTACASH has swiftly established itself as a household name in the kingdom. In a recent interview, Nxumalo shared insights into how INSTACASH has disrupted traditional banking norms and paved the way for financial inclusivity, all within a remarkable two-year timeline.



*Mandla Nxumalo,  
Managing Director, INSTACASH*

“Thank you! Our success stems from identifying a significant gap in the market,” Nxumalo explained when asked about their rapid ascent. “With only 30% of the workforce formally employed, we recognised the limitations of traditional banking services.” By focusing on accessibility and targeting historically excluded demographics, INSTACASH has effectively captured a substantial market segment that traditional banks have often overlooked.

Nxumalo's strategy is clear: build a financial ecosystem that is inclusive and tailored to the needs of the underbanked. This approach has proven effective in a country where many struggle to gain access to conventional banking due to geographical and socio-economic barriers.

When it comes to distinguishing INSTACASH from other mobile money operators, Nxumalo credits their independence from telecom operators as a significant advantage. “This independence allows us to offer seamless interoperability between networks like MTN Eswatini and Eswatini Mobile,” he remarked.

The launch of the Central Bank of Eswatini's National Payment Switch (EPS) promises to further enhance this interoperability, setting INSTACASH in a strong competitive position as they continue to innovate in a space primarily dominated by telecom giants.

Nxumalo is particularly proud of INSTACASH's commitment to accessibility. “We've prioritised access through basic GSM networks, catering to the substantial population that lacks internet connectivity,” he shared. This focus on basic service provision is crucial, especially for those in peri-urban and rural areas. Even as the industry debates the future of 2G technology, Nxumalo reassured that services like USSD \*365# will remain available offline, ensuring that every user can access vital financial services, regardless of their mobile device.

INSTACASH's innovative approach has not only transformed how services are delivered but has also influenced regulatory frameworks. Nxumalo noted, “Our unique telco-agnostic position has compelled regulators to reassess how mobile money services are licensed and overseen.” This has led to a clearer separation between telecom services and financial offerings, leveling the playing field for all players in the fintech sector.



With the impressive rise in financial inclusion in Eswatini, Nxumalo is optimistic about the future. While the financial inclusion rate has surged to 87%, up from just 44% in 2010, he acknowledges that many remain underserved. “As INSTACASH continues to innovate, we envision a more inclusive economic future for Eswatini,” he stated. This vision includes empowering the unbanked and underbanked populations, a mission that is very much at the core of INSTACASH’s operations.

Recently, INSTACASH introduced a bulk payment option for their Funeral Cover, responding to community needs. Nxumalo explained, “Groups can now pay premiums for individuals who wish to opt in, making it easier for organised communities to ensure financial support for their members.” The product, competitively priced at E15 monthly premiums, offers beneficiaries E10,000 upon the policyholder’s demise, and is available to those aged 18 to 70.

Nxumalo elaborated on the motivations behind this initiative, saying, “We aimed to enhance financial inclusion in Eswatini, aligning with our country’s strategy that emphasizes the importance of insurance.” For just E15 a month, the coverage is both affordable and accessible, marking a significant step toward securing financial protection for families.

The sign-up process for the Funeral Cover is designed to be quick and straightforward. “Customers simply dial \*365#, select options for insurance, and follow the prompts,” Nxumalo explained. Approval notifications are instantly sent via SMS, ensuring a seamless experience for users.

A standout feature of the INSTACASH Funeral Cover is its short waiting period—just three months for natural causes and 48 hours for accidental deaths. “This is much shorter than the typical six months many insurers require,” Nxumalo pointed out, underscoring the product’s appeal.

For those interested in exploring INSTACASH’s services, particularly the Funeral Cover, Nxumalo encourages reaching out through their toll-free line at 365 or via WhatsApp at 79365000. “We’re here to answer any questions and support those looking to join our growing community of users,” he said.

Mandla ‘Cheeks’ Nxumalo’s vision for INSTACASH reflects a broader ambition to transform Eswatini’s financial landscape. Through innovative solutions, a commitment to inclusivity, and a customer-centric approach, INSTACASH is not just a mobile money operator but a beacon of change for many in Eswatini. As they continue to challenge the status quo, the future looks bright for both the company and the underserved populations they aim to uplift.





# TREAT YOUR MONEY WITH RESPECT

Fitting end to this series of retiree interviews, is the story of a retired nurse (let's call her Sue), whose investments, at last count, are around E8 million.

According to her, she knows very little about finances but has good gut feel. "I have worked hard for my money and treat it with respect. I believe in having a budget and paying myself first"

## So how did she get here?

She started soon "I started saving at a very young age. When I began nursing my salary was R85 a month of which I saved R50 with subscription shares".

She invested in property

Our retiree owns three properties. They built their current primary residence in Stilbaai, which they funded by the



*By: Money Matters Team*

capital she received from selling shares in 2015 when the market was at its highest. In the early 2000s, she bought a freestanding house for R360 000. Today, its valued at around R2.7 million. In 2021 she bought her third property for R1.38 million cash. Both are rented out and managed by a third party.

She invested in more than one retirement product during her working years

"I currently receive a monthly annuity. This will end in about 4 years and then will draw from my pension which is in PSG"

She has many baskets (in many places)

In addition to her property portfolio and retirement products, she also has a share portfolio managed by FNB (which she started 20 years ago), shares through Satrix, a TFSA with Easy Equities, Satrix and Allan Gray, an emergency fund and Goalsave with Tyme Bank. (Goalsave is a free savings account linked to their Everyday account. It rewards its clients with interest rates that increase the longer they

save). She also saves for her domestic helper and gardener with GoalSave and keeps them in the loop to show how their money is growing.

Most importantly, she's a lifelong learner

"I listen to Moneyweb and receive the Just One Lap newsletter weekly"

What can we take away from this success story?

Following personal finance best practices will pay off:

Start soon, do your homework, diversify your investments, and stay in the know. New savings and investment products are continuously joining the ranks, offering competitive rates and solutions that can cater to specific individual needs.

Most importantly: share your knowledge and enjoy the fruits of this exciting journey towards financial freedom-and this is right at the top of Sue's priority list. She's getting a new car soon and has two overseas trips booked for 2024." My plan is to enjoy my retirement". And we really can't fault that.



# IFC Private Sector Day in Eswatini: A Catalyst for Economic Growth



*By: Graduate Financial Writer Trainee Phiwinhlanhla Cindzi*

**K**ey public and private sector stakeholders convened at the Happy Valley Hotel in Ezulwini on November 27 2024, for the IFC Private Sector Day in Eswatini, where they discussed how to promote sustainable economic growth. In order to fully realize the potential of Eswatini's private sector, the event, which was hosted by the International Finance Corporation (IFC), the World Bank Group's private sector arm, offered a forum for policy ideas, investment discussions and networking opportunities.

The event, which had as its theme "Inclusive Growth: Enabling Sustainable Private Sector Growth in Eswatini," included a number of presentations and panel discussions that examined how development financing, private investment, and strategic alliances contribute to economic growth. With statements from senior officials stressing the value of private sector cooperation in promoting economic resilience, the inaugural session set the tone for the day. The "Private Sector Growth" panel's discussions looked at the difficulties Eswatini firms face and found workable answers for sustainable growth. The "Drivers of Growth" session was a highlight of the event, when World Bank Resident Representative Mr. Ikechi Okorie and Eswatini's Finance Minister Honorable Neal Rijkenberg outlined important investment sectors and the government's dedication to fostering a business-friendly atmosphere. The conversation

was chaired by Ms. Mehita Fanny, the IFC Country Manager, who made sure that there was a lively exchange of ideas.

In-depth presentations on IFC's investment products and technical help services were given at the event, giving firms important knowledge about their financing possibilities. In order to demonstrate how Eswatini might use comparable strategies for growth, IFC representatives also presented case studies of effective private sector partnerships in other areas. During a special Q&A session, participants had the opportunity to speak with IFC specialists directly about issues like regulatory frameworks, financial accessibility, and ways to increase the private sector's economic involvement.

With a discussion on important lessons learnt and future priorities, the IFC Private Sector Day in Eswatini came to a close, reaffirming the World Bank Group's dedication to fostering the country's economic development. With an emphasis on policy discussion, capacity building and investment facilitation, IFC promised to keep collaborating closely with public and private sector entities to establish a prosperous business environment.





# IFC Corporate Gallery



# Empowering Clients with Tailored Financial Solutions



*Bonginkosi Phakathi - General Manager  
Amandla Financial Services*

**Access to individualised and trustworthy financial services is essential for both people and small enterprises in the rapidly changing financial world of today. With customised financial solutions that empower customers and encourage prudent borrowing, Amandla Financial Services has made a name for itself in Eswatini's financial industry. In an exclusive interview with MoneyMatters Magazine, Amandla Financial Services discusses its goals, expansion path, range of products, and methods for dealing with economic instability.**

***1. Can you provide a brief overview of your company and its mission?***

We are an authorized financial service provider. We are a purpose-led organization that recognizes the unique challenges and opportunities people face in their lives and ensure that they are offered financial services that meet and fully address the specific financial needs of our clients whilst guarding against over-indebtedness of our clients.

***2. How long has your company been in operation, and what are the key milestones in its history?***

The Organisation was founded in Eswatini, year 2013, and fully owned by locals. We hit a 10 years milestone with our first service centre in Mbabane, Swazi Plaza in 2023. In 2024 our footprint grew owing to our loan-book growth with a new branch at Buhleni Plaza.





**Amandla Financial Services Staff Members**

**3. What differentiates your company from other financial service providers in the industry?**

We pride ourselves on providing highly personalized financial solutions tailored to the unique needs of each client. Our products are tailored to focus on building long-term relationships and ensuring each client receives the attention and assistance that aligns with their individual financial needs. We also provide financial assistance at competitive rates. Our highly sought out product – Vusumnotfo – is not only insured but it also has a death benefit of E10 000 which assists with our client's funeral proceedings.

**4. What specific financial services do you offer to your clients?**

Our services are tailored to cater for the working class as well as local small business owners. We have products that cater for all working classes from low-income earners to high-income earners.

**5. Can you explain products your company provides for its clients?**

We have; Emergency loans (E500-E5000), Short-term loans (E2000-E20 000) and Long-term loans (E500 000), payable over 3months,12months and 96months respectively.

**6. How do you help clients navigate market volatility or economic uncertainty?**

Our financial planning approach includes setting clear, achievable goals like; home improvements and educational funding, and providing financing at low rates in long-term (96 months) allowing clients to stay on track even during economic uncertainty.

**7. What is your approach to client relationship management?**

We try to keep an open line of communication with our clients, whether they need clarity on our product offerings or on their running loans. Clear communication ensures expectations are met and any potential issues are addressed before they escalate. We try to understand the unique

characteristics of each client and try to assist where we can align it with our product offerings.

**8. How do you ensure data security and privacy for your clients in an increasingly digital world?**

In aligning to the digital migration, the country has instituted the Data Protection Act; housed at Eswatini Communications Commission. This legislature is to ensure consumer data privacy. Amandla Financial Services is one of the registered regulated entities under this law, and have duly appointed a Data Protection Officer to ensure such.

**9. What are your company's short-term and long-term goals for growth and expansion?**

Amandla Financial Services has just recently completed its Strategic Plan – “Lukhotse – Asakhane As we Turn the Tide”, which maps the way forward for the organization. The strategy's key pillars articulate both the short term and long terms goals, and the necessary steps to achieve them in meeting the growth targets. The strategy magnifies our motto – “Your Lifetime Financial Partner”

**10. Is there anything else you would like to share with our readers about your company or the financial services industry?**

The financial sector which Amandla operates in is a volatile high-risk industry, but we have managed to navigate through whilst steadily growing. This has been possible through our robust Marketing Initiatives, efficient Risk Management and precise Lending principles.



**AMANDLA FINANCIAL SERVICES**

Your Lifetime Financial Partner





## OUR BRANCHES

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## Our Services

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- EMERGENCY/MASHESHISA LOANS
- SHORT TERM LOANS
- LONG TERM - VUSUMNOTFO
- DEBT CONSOLIDATION

### SME

- ORDER FINANCE
- CONTRACT FINANCE
- INVOICE DISCOUNTING

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# Guaranteeing Financial Security for Beneficiaries: The Role of FairLife Benefit Services

Ensuring that dependents of deceased individuals receive their benefits is a critical component of estate and pension fund administration in Africa's financial landscape. Beneficiary fund services are the area of expertise for FairLife benefit services, and MoneyMatters had the great opportunity to talk about it with Mr. Nhlanhla Kunene, the CEO of FairLife.

**Q: Tell us more about FairLife and what a benefit service really is.**

A: In terms of the Retirement Funds Act, benefits of a retirement Fund do not form part of an individual's Estate. The benefit is equitably distributed by the Trustees of a retirement Fund upon the Fund member's demise. Trustees carry out a tracing exercise to identify eligible beneficiaries and also ensure that all deserving beneficiaries are included in the pool before distribution of assets occurs. When beneficiaries have been identified, benefits are allocated to each beneficiary according to their ages. For minor beneficiaries, the services of a beneficiary Fund, like the FairLife Beneficiary Fund may be utilized and assets transferred to the Fund for administration.

**Q: Who is this service mainly provided to?**

A: A beneficiary Fund generally works like the Master's office

in terms of administering death benefit proceeds derived from retirement and/or pension funds.

**Q: Who is your regulatory body?**

A: FairLife Benefit Services is a company incorporated in the Kingdom and provides Beneficiary Funds services. We are regulated by the Financial Services Regulatory Authority – FSRA.

**Q: How do you keep track of all the activities you do when taking care of the dependents?**

A: Once a beneficiary Fund is appointed by the Trustees or the guardians of those beneficiaries that have been identified by the Trustees and are below majority age or are unable to manage their finances for whatever reason, the benefits are transferred to the beneficiary Fund. The beneficiary Fund opens accounts for each beneficiary into which the allocated amounts are deposited. Once the benefit has been transferred by the Retirement/Pension Fund to FairLife Beneficiary Fund, an important exercise is carried out with the guardian/ beneficiary, called a beneficiary analysis. This is where a discussion with the guardian/beneficiary occurs; this exercise first

and foremost looks at the lump sum received with a view to determine the adequacy or inadequacy towards enabling the beneficiary to complete his/her education.

**Q: How do you ensure that a beneficiary clearly understands the services and benefits available to them?**

A: This discussion involves understanding where the beneficiary is in terms of their education, what other needs they have and importantly what contribution the guardian can make towards conserving the benefit to enable beneficiary attain the highest standard of education possible. While the emphasis is on education, FairLife understands that a child cannot go to school on an empty stomach hence the discussion involves a full understanding of circumstances to

determine what can be foregone to conserve the benefit for each beneficiary. Suffice to add that some benefits are adequate beyond tertiary hence this exercise differs for different beneficiaries and some discussions are easy while others are complex.

Inadequate benefits are difficult to handle particularly where the surviving parent or guardian has limited or no income at all; nonetheless, a workable solution is always found.

**Q: What means are taken to verify that a beneficiary receives what is rightfully theirs?**

A: It is also important to note that benefits are invested with registered and approved investment managers



by the regulator, the FSRA. At the end of each month, the investment managers communicate returns on investments. These returns are allocated proportionately to each beneficiary, based on their balances, using our specially designed benefits administration system. Beneficiaries and guardians have access to their statements using an app feature of the system, as and when they need that information. Statements are also available on request through email, WhatsApp or physical visit to our offices. Statements show monthly payments that are made; some are regular payments for the beneficiary's daily up-keep – lunch money, transport to school, etc. as well as those that are requested on an ad hoc basis. These will include school fees, uniforms etc.

**Q: What systems are in place to prevent employees from potentially stealing from the beneficiaries?**

A: Our systems are robust such that no one employee is able to process a payment alone. Payments are processed in a manner that requires a nominated Trustee, normally the Chairman of the Board of Trustees to approve each payment, as the custodian of these benefits.

**Q: Take me through the process of what happens when a retirement fund member passes on.**

A: As FairLife we feel strongly about protecting beneficiaries' assets against unscrupulous family and any other members of society who may want to access monies illegitimately following the passing on of parents of minor beneficiaries. It is for that reason that during the beneficiary analysis, we





# FAIRLIFE

Benefit Services Swaziland (Pty) Ltd

do a proper identification of the surviving parent and/or guardian and their next of kin in the event the guardian passes on.

**Q: What are the “value added services”?**

A: At FairLife we are cognizant of the fact that we serve widows and orphans who are marginalized members of society; we aim to improve that lives of our members profoundly, to become educated, healthy and valuable members of society. Indeed, this is already happening as some beneficiaries are at institutions of higher learning to the delight of their surviving parents and guardians.

**Q: What are your key objectives for the future?**

A: Our transparency knows no bounds when it comes to accounting for assets administered by us since inception; to the extent that beneficiaries are able to come in and view their statements where every cent disbursed can be accounted for.





*Mr. Kevin C. Thring: Founder and CEO*

## **PIONEERING VISIONARY MR. KEVIN C. THRING: MASTERING STRATEGIC PLANNING AND SUSTAINABLE INNOVATION, WITH THE DEVELOPMENT OF THE ESWATINI ATLANTIC SALMON PTY LTD**

In the ever-evolving landscape of strategic planning and innovative financial solutions, one name that consistently stands out is Mr. Kevin C Thring. With a career trajectory spanning over 12 countries across Africa, Europe, and the Americas, Kevin's contributions to the financial sector's alternative-investment space have earned him international recognition and accolades.

### **Educational Foundation: A Path to Excellence**

Kevin's journey began with a Master's degree in Informatics, where his exceptional talent for analytical thinking and problem-solving quickly became evident. His globally published thesis not only attracted international funding but also set the stage for a career defined by innovation and impact. This early academic success laid the foundation for Kevin's future endeavors, showcasing his ability to merge theoretical knowledge with practical applications.

### **Professional Milestones: From Vision to Reality**

Kevin's professional career is a testament to his visionary leadership and entrepreneurial spirit. As the Director of private companies, Kevin has demonstrated an unparalleled ability to identify and capitalize on emerging opportunities within the financial sector.





His expertise in strategic planning and implementation has been pivotal in driving high-impact, sustainable projects that align with his vision for economic development.

One of Kevin's most notable achievements is his involvement in the development of a 5,000-ton Atlantic Salmon Recirculating Aquaculture System (RAS) facility in the Kingdom of Eswatini. This pioneering project, which stands to be one of the largest and most advanced of its kind in Africa, epitomizes Kevin's commitment to creating sustainable solutions that reduce reliance on imports and stimulate local economies.

### **Innovative Financial Strategies: Attracting Global Investment**

Throughout his career, Kevin has been instrumental in developing innovative financial strategies that attract foreign investment and foster economic growth. His ability to leverage Global Technical Teams and attract novel funding instruments, including an SZL1.4billion debt funding offer for the EAS project, has positioned him as a trailblazer in the industry.

### **Accolades and Recognition: A Testament to Impact**

Kevin's contributions have not gone unnoticed. His strategic thinking, innovative approaches, and dedication to sustainable development have earned him numerous accolades and solidified his reputation as a thought leader. Among his many achievements, Kevin's role in securing funding and technology partnerships for the Atlantic Salmon project, confirm his ability to blend strategic planning, financial acumen, and a passion for sustainability positions him as a key player in the global effort to build a more sustainable future.



# Fintech Start-up Matters



**Adam Hulse**  
(Chief Financial Officer)

**Adrian Albert Koch**  
(Chief Executive Officer)

## DeltaPay: Revamping FinTech in The Kingdom Of Eswatini

Financial technology, or fintech, has become a disruptive force in the digital age, changing economies and enhancing financial inclusion. DeltaPay Eswatini, founded in 2023 by Adrian Albert Koch and Adam Hulse, is a cutting-edge fintech business committed to providing creative, safe and easy digital payment solutions, and is spearheading this movement in Eswatini. MoneyMatters Magazine Africa had the esteemed opportunity to interview the heads of the company.

### **1. Tell us about DeltaPay and when was the company founded?**

*DeltaPay is a mobile money service provider with a strong focus on payments, leveraging technology to deliver simplicity, security, and convenience. Founded in 2023, the company obtained a sandbox license in April 2024 and is currently working towards securing a full operational license.*

### **2. What is the vision and mission of the company?**

*Our vision is to pioneer the future of digital payments in Eswatini.*

*Our mission is to make payments affordable and secure for everyone and to enable each person to have access to cost-effective financial services. We strongly believe in a 'Fee-for-value' principle. We only charge fees where we add value. If you're not actively using our services—such as sending money, withdrawing funds, benefiting from business integrations, or using cross-platform transfers—why should you pay? For instance, depositing your funds or simply storing them with us is free. However, for core features like person-to-person transfers, business integrations, simplifying business payments and cross-platform transfers, or other value-added functionalities, we do charge a reasonable fee to cover the significant development and operational costs that ensure a seamless, high-quality experience for our users.*





### **3. Explain how mobile payments have been made easy through the app, take us through the process.**

*DeltaPay prioritises affordability and convenience through technology-driven solutions.*

*Intuitive interface: Our app interface is designed with user simplicity in mind— everything from clear text placement to efficient receiver confirmations to expanding utility. The QR code feature sits at the heart of the experience, bringing technological solutions to streamline everyday processes with the touch of a button.*

*Zero fees for purchases: Customers pay exactly what they owe when purchasing from participating DeltaPay merchants—no additional transaction fees. For example, if you buy groceries worth E60 at a DeltaPay merchant, you pay exactly E60, just like cash but without the risk, or having to count out the exact change.*

*Cashback rewards: Customers earn 0.4% cashback on every purchase at DeltaPay merchants, incentivising spending and creating a rewarding payment experience. If you spend E100, you receive E0.40 in cashback, which can be used at any DeltaPay merchant.*

*This approach encourages cashless transactions while benefiting both customers and businesses.*

### **4. What security measures have you taken to ensure that the client's details are kept safe?**

*Security is at the core of DeltaPay's operations. We employ:*

- *Secure phrase authentication for account protection.*
- *Blockchain and cryptographic technology to enhance security and prevent fraud.*
- *Trust Accounts to hold your funds safely and securely. Our multi-layer trust account setup utilises multi-signature authorisation, ensuring no single person can access user funds.*
- *A dedicated compliance team that monitors transactions for anomalies.*
- *Adherence to central bank regulations ensuring compliance and financial integrity.*
- *Industry-standard cloud systems, encryption and key management methods to safeguard data.*

### **5. Have you had cases of scammers trying to copy the app to trick customers into thinking it's you? If not, what have you done to ensure that does not happen?**

*So far, we haven't experienced such cases. However, we remain proactive in fraud prevention:*

- *Active brand monitoring: Our marketing team continuously scans for online impersonators and fraudulent activities.*
- *Customer awareness initiatives: We are developing educational materials to inform users about scams and how to verify official DeltaPay communication channels. We also strongly encourage using official links to our Google Play Store*



app, to combat the use of fraudulent applications, should they arise.

- **Dedicated support channels:** We urge customers to report any suspicious activity to our verified social media accounts or the customer support team. If something seems off, we're here to help verify and address any concerns.

#### **6. Explain how the cashback rewards system works.**

- **DeltaPay offers a built-in cashback system** where customers earn 0.4% of their purchase amount at participating merchants. For example, when you spend E100 at a DeltaPay merchant you receive E0.40 in cashback. Cashback can be used at any DeltaPay merchant, offering customers extra value.

#### **7. Explain how DeltaPay assists businesses with some of their activities.**

DeltaPay provides businesses with more than just a payment solution—it creates new revenue opportunities and streamlines financial management.

- **Earn commissions:** Businesses earn commission by offering cash withdrawal services to DeltaPay users, reducing cash-handling risks and costs.
- **Customer rewards:** Businesses can offer cashback incentives to customers, driving sales and customer loyalty.
- **No account limits:** Businesses can store and transfer unlimited funds within their DeltaPay account.
- **Seamless banking:** Easily deposit and withdraw funds between DeltaPay and any bank in Eswatini.
- **Employee management:** Assign accounts to employees with spending limits for better financial control, at no extra cost.
- **Frictionless employee salary payments:** Businesses can pay their identified employees at no extra cost to them. Employers play a very important role in the economy and they should not be penalised by paying high fees for rewarding employees for their hard work.
- **Integrated POS system:** Convert any employee's phone into a POS device for seamless transactions.
- **Easy reconciliation:** Generate and export account statements effortlessly for bookkeeping.
- **No running costs:** Didn't use the app? No problem, we won't be charging you for anything, especially if we haven't added value to your business.

#### **8. What makes DeltaPay different from other digital payment services?**

DeltaPay is designed with user convenience at its core:

- **App-first approach:** Unlike other services relying on USSD, we exclusively use a mobile app for a more seamless experience.
- **Focus on affordability:** We eliminate unnecessary fees for customers while rewarding them through cashback incentives.
- **Business empowerment:** Our platform not only processes payments but also helps merchants generate extra income and manage their finances efficiently.

#### **9. How do you ensure that you are always at the forefront of digital payment solutions?**

Innovation is driven by our talented and diverse team:

- **Expert leadership:** Our directors have extensive backgrounds in both finance and technology.
- **Global expertise:** A diverse team from around the world brings fresh perspectives while tailoring solutions to Eswatini's market.
- **Cutting-edge research:** Our in-house development team, led by our CEO, constantly evaluates global fintech trends to ensure DeltaPay remains at the forefront.
- **Customer-driven evolution:** We actively collect and implement user feedback to refine our offerings.

#### **10. Shed a light on how potential merchants for DeltaPay will benefit from using your payment service.**

Merchants gain a competitive edge with DeltaPay:

1. **Go cashless:** Reduce cash-handling risks and streamline transactions.
2. **Reward customer loyalty:** Offer cashback incentives to encourage repeat business.
3. **Earn commissions:** Generate additional income through withdrawal services.
4. **Seamless admin tools:** Manage employees, transactions, and bookkeeping effortlessly.
5. **Pay your employees:** Pay your employees for free.



# MONEY MATTERS

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