

Malawians hail Zain, Western Union partnership

By [Gregory Gondwe](#)

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A number of Malawians that are also clients of one of the country's mobile phone service providers and use Western Union banking services have hailed the two institutions' partnership.



Zain Malawi entered a business pact with Western Union to start delivering the mobile money transfer service.

The deal which covers countries in Africa and the Middle East is set to be using the mobile company's new ZAP platform.

"The ZAP service provides Zain customers access to a full range of transactional services from their mobile phones," says a statement released to announce the partnership.

Georgina Chimaliro, a Mzuzu City-based resident says her daughters who work in the United Kingdom have been remitting her some funds for the last five years and hopes with the new partnership things will improve.

"Some Western Union agents have not been carrying out the services satisfactorily and we hope these people will bring new innovations that will not give us unnecessary headaches," she said.

The service will be introduced in select countries when regulatory approval has been secured as well as those countries with significant international and intra-Africa remittance activity including Malawi.

ABOUT GREGORY GONDWE

Gregory Gondwe is a Malawian journalist who started writing in 1993. He is also a media consultant assisting several international journalists pursuing assignments in Malawi. He holds a Diploma and an Intermediate Certificate in Journalism among other media-related certificates. He can be contacted on gregorygondwe@gmail.com. Follow him on Twitter at @Kalipochi.

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