



Vanimo Primary School boys open KSA for future savings



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Vanimo: From left - Nathaniel Wani, Jude Yaris and Tamate Iga Grade 8 students of Vanimo Primary School excited to open their Kids Savings Accounts at NCSL Vanimo branch.

Encouraged by his mother to open his Kids Savings Account (KSA), Tamate Iga, of Vanimo Primary School visited NCSL’s Vanimo branch to open his savings account.

A week later, after school, young Tamate brought over two of his friends - Nathaniel Wani and Jude Yaris who were interested to open their savings account after hearing Tamate’s story.

“I felt that it was right to tell my friends because I know it will assist them when in need in future.” Tamate said.

His friends Jude and Nathaniel were both pleased to have opened their account and said it was a good savings product under NCSL for school students.

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NCSL Haus, Douglas Street, Lot 3, Section 4, Port Moresby, P.O Box 7732, Boroko, N.C.D, Papua New Guinea



“Financially empowering NASFUND members”

OUR MISSION, VISION & VALUE STATEMENT

VISION STATEMENT

“To become a one-stop-shop bank by 2020”

MISSION STATEMENT

“To improve the quality of our members’ lives through security, returns, services and product range we offer.”

VALUE STATEMENT

- Customer service is our first priority.
- We rely on teamwork to achieve our goal.
- We treat each other with trust, respect, consideration and courtesy.
- We operate with honesty and integrity.
- We never turn a blind eye to corruption of any kind.
- We encourage efficient use of time.
- We encourage and reward skill level, progress and contribution.
- We are responsible for our actions.
- We provide necessary training and equipment.
- We include the necessary people in decision making.
- We empower people to make and carry out decisions.
- We are a learning organization.
- We communicate NCSL activities and results.
- We support community activities without impacting on members’ funds.
- We protect the reputation of NCSL by behaving ethically.

NASCARE Cover for IEA National Teachers

NCSL has successfully negotiated medical and life insurance cover for 382 national teachers of International Education Agency (IEA) under its NASCARE scheme.

NASCARE officer Ms Melissa Brabar last month visited all Port Moresby based IEA schools to assist each teacher register NCSL membership to establish savings accounts and complete forms for medical and life insurance cover.

The Agency has a total of 19 international schools of which 7 are located in the Nation’s capital comprising of Korobosea, Boroko East, Port Moresby, Ela Murray, Ela Beach and Gordon International Schools, including Technical And further Education (TAFE). These



Port Moresby: NASCARE Officer Ms. Melissa Brabar conducting information session on the benefits of medical and life insurance to Port Moresby Internal School teachers at POMIS.

schools have a total of 300 teachers. Throughout the visitation period, continuous awareness sessions have been carried out by Ms. Brabar and Mr. Jasper Kinaram of Marketing to ensure that the teachers are well aware of the savings and loan products as well as its insurance offering.

Twelve IEA schools employing 82 teachers operate outside of the city and have also received similar visits and awareness conducted by NCSL’s branch officers.

NASCARE insurance covers for medical, pharmaceutical, funeral benefits, dental, optical and pregnancy needs for insured members, their spouse, children and natural parents in Papua New Guinea.

A reasonable annual premium of K850.00 is charged and this can be paid via direct deposit or obtaining a loan against your NCSL savings.

Members and nominated beneficiaries that are insured under NASCARE can receive 80% of the total medical claim upon within 14 days provided all the documentation is in order.

Vanimo Primary School boys open KSA for future school fee savings

(continues from page 3)

Nathaniel said, “This will also ease the burden on my parents who struggle to source funds for school fees when we reach higher institutions as the cost of education these days is high and parents are really struggling.”

He further added, “With the little that I save, these will at least weigh down the burden on my parents because these savings will grow with me and when I make

deposits, I also will receive interest every month on my kids savings account right throughout the year.”

NCSL now pays monthly and annual interest on all savings accounts.

The KSA product is a trustee account with withdrawals restricted to until the child reaches 18 years of age. This savings account was developed to encourage a savings culture amongst young minds.

Limitations Set in Transferring of Funds

Transferring funds between savings accounts or offsetting loans using savings was recently reviewed by management to ensure that NCSL does not deviate from its goal of promoting a savings culture.

The current transfer function without any limitation enables a member to transfer all of his/her savings, leaving nothing in the savings account.

Also, members were allowed to transfer funds from any of the three savings accounts to offset their loans.

After the review, the new process now restricts transferring of funds from General Savings Account so that only 50% of the savings can be transferred at any one time which is also in keeping with the account parameters.

The review has also resulted in the restriction of fund transfers from the other two savings account to offset loans.

Manager Member Services Mr. Robert Thadeus said, “This was a result of the changes made to the system to allow members to save in each specific account for their specific purposes.”

“These three savings account have purposes and these are to encourage members to save regularly and enable members to obtain larger loans when required.”

General Savings Account.

This account is for all purposes and may be accessed through out the year.

Education Savings Account.

This account is only for education related purposes. For school fees and/or supplies of stationery, direct deposits will be made to the respective school(s) or suppliers of stationery and education-related good and services

Christmas Savings Accounts.

This account is specifically for Christmas and can be accessed during the months of November, December and January only each year.

Mr. Thadeus emphasised that with the restrictions, the Society is educating members on developing a savings culture towards meeting short to medium term financial needs.

For loan repayments, members can also use these the following services;

1. Salary deduction
2. Eftpos facility at NCSL branches
3. Mobile banking
4. Electronic bank transfer
5. Direct deposit (refer banking details below)

BANK	BSP	ANZ	Westpac
Account number	1000 880 939	13391771	600 465 7087
Type	CHEQUE	CHEQUE	CHEQUE
Branch	PORT MORESBY	BOROKO	WAIGANI



BACK TO SCHOOL PROMOTION

NCSL is giving away

K10,000 worth of Dell laptops Plus K2,000 gift vouchers

This promotion is proudly supported by:

PROMOTION STARTS 06th FEBRUARY & ENDS MARCH 30th 2017

KSA Withdrawals Reviewed

The NCSL Management recently reviewed the Kids Savings Account (KSA) product to limit the withdrawal options as it is a trustee account intended to provide financial benefits for children from infants to the legal age of 18 years.

As a result, the Society has now restricted its withdrawals guideline to only those (children) who have reached 18 years of age.

Manager Member Services Robert Thadeus said, "KSA is a trustee account and this decision was made to discourage parents or trustees from withdrawing funds under KSA for school needs. We also have General or Education Savings Account available and both accounts can serve this purpose for the child."

He further elaborated that this should not affect the parents/trustee or member (child) as there is an Education Savings Account to be used for Education purposes such as school fees, uniforms and stationeries.

"We will allow withdrawals for medical purposes only for the child which the account name is created under," said Mr. Thadeus.

In addition, in the event that the parents or trustee contributing to the KSA account is no longer employed or is deceased, the account will also remain with NCSL until the child turns 18 years old.

These amendments should urge the parents to continue saving for their child's future without any

interferences in the build up of funds deposited into the KSA account by the parent or trustee.

Once the child turns 18 years old, this account will be converted to a normal NCSL savings account where the child becomes an active NCSL member.

Deposits for KSA can be made through salary deductions, direct deposits and electronic banking.

For more information regarding this product, send an email to helpdesk@ncsl.com.pg



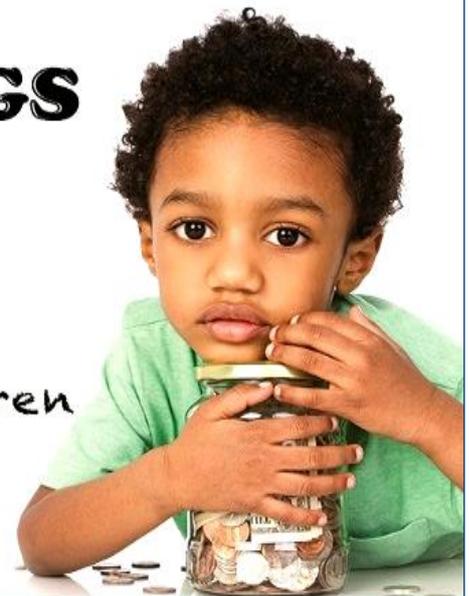
Port Moresby: 18-month old Wilfred Willie with his piggy bank after his parents successfully opened his KSA at NCSL head office.



KIDS SAVINGS ACCOUNT

- Minimum deposit is K1.00
- Membership open to children from infant to 18 years

*Receive monthly and annual interest on savings accounts



For more information email marketing@ncsl.com.pg

For any queries, complaints, suggestions and feedback please email complaints@ncsl.com.pg

This will also assist us to improve our services and standards to satisfy our members.

NCSL services available at NASFUND Boroko office



Port Moresby:
Two NCSL Client Service Officers assisting members at the new NASFUND Boroko Office.
NCSL's new office is undergoing renovations and will soon open its doors to serve members.
NCSL Boroko Branch is directly adjacent to NASFUND.

NASFUND’s recently refurbished office at 4 Mile, here in the nation’s capital, has two temporary counters to assist NCSL members for enquires. This temporary arrangement is to ensure that NCSL continues to provide its services whilst awaiting completion of its branch reconfiguration.

NCSL’s Boroko Branch will be the second branch, separated from NASFUND after a similar set up in Lae. The separate office space is adjacent to the NASFUND branch.

The NCSL branch will have 3 serving counters with members seated while being served . The waiting area has a 20 seating capacity which means members do not have to stand in line.

NCSL also planned for the renovated branch to have Biometric Identification Service which is touch screen self-service, and internet banking to enable a quicker turn-around times on applications.

Renovations are expected to be completed within next 6 months.

Webcams installed in branches for ID card production

All members will now have a chance to get their identification (ID) cards processed with the assistance of the newly installed web-cameras in all NCSL branches nationwide.

Robert Thadeus, Member Services Manager, said these webcams will be of great assistance to our branch officers.

“These webcams will greatly assist our branch officers with capturing members images for ID card production and for identification purposes.

NCSL is advancing with technology as it progresses towards meeting its vision “to become a one-stop-shop bank by 2020”

NCSL has a loyalty program in place for members to obtain discounts upon presentation of their membership ID cards.

To obtain a membership card, a K10.00 fee is charged and this must be deposited into NCSL Admin Account.

Members who wish to obtain membership ID’s can send an email to id@nctl.com.pg



Port Moresby: *Webcams set up at the NCSL Head Office in town to capture members images for ID card production.*



Melissa Brabar

Department: Member Services

Brief: Melissa has been rewarded for her ongoing valuable contributions to NCSL and her outstanding performance in conducting awareness on NCSL’s NASCARE product. As a result of this, she has registered over 382 new NCSL members from for NASCARE as well.



Ursula-Jane Bogg

Department: Marketing

Brief: Ursula-Jane has been awarded for her outstanding reporting of NCSL activities and for her fast and efficient responses to members queries via NCSL’s Facebook page, newspaper and other mediums. Her input towards the Society has resulted in NCSL having its very own ‘Vibe’ Newsletter.

ON-THE -SPOT AWARDS

- ◆ **1st. Stanley Sariman**
Lending Officer
- ◆ **2nd. Aileen Gao**
Client Service Officer
- ◆ **3rd. Kaia Kone**
Client Service Officer

Biometric Identification System; fast & convenient self-service



Reinstatement of self service touch screen ‘Biometric Identification System’ (BIS). This enables a fast and secure service.

Having a nationwide membership of over 84,000, the Society continues to turn to technology to enhance its customer services to maintain its service standards.

One of the services introduced was the Biometric Identification Services (‘BIS’) in 2013, which the Society rolled out purposely to reduce long customer queues and to enable efficient and quick service for member’s in-terms of accessing savings withdrawals, balance checks or emailing statements.

The BIS service was successfully installed in all NCSL Branches and fast became popular due to online real time services.

Four months ago, this popular service went offline due to the Society’s roll – over to the new operating system.

Member Services Manager Robert Thadeus said the BIS provided a very effective service that was very useful to members.

“The service is now back online and existing NCSL members who have already registered with BIS need not re-register as their details have been captured and stored on file.”

“BIS was a very effective channel that saw a reduction in member services queues in the Client Services Chambers at all branches.” Thadeus said.

The service has been reinstated at the following branches, Boroko, Kokopo, Lihir, Manus, Mount Hagen, Lae and Port Moresby. The other branches will follow very shortly.

“There will be a staff to assist members with the BIS if required, so that our members are satisfied with the fast services they receive.” Thadeus said.

Members must present their NCSL or NASFUND Identification card before they are assisted to perform any transaction with the BIS.” he said. “This also applies to members who wish to capture and register their finger prints on the BIS.

The Society also has plans to set-up BIS in high traffic locations as well as part of expanding its services.

To register you finger prints for BIS, visit any NCSL branch near you and enquire for a staff to assist you.

BIS is fast convenient and easy to use.

Saving with NCSL meets my daughters' school fees whilst we also travel in style.



Neles Nere taking his two daughters for a holiday trip with him to Vanimo, Sandaun Province last year for Christmas.

Being away from his daughters for a full 10 weeks encourages Mr Neles Nere to save regularly so he can give the best to his two daughters.

Being a single father is not easy but Nere makes it his responsibility to provide for the needs of his two daughters.

“My job at Starwest Construction Ltd requires me to be on job site so I usually spend 10 working weeks in Tabubil, Western Province. I realized that I have enough time to save and loan for breaks or holidays to see my daughters in Port Moresby.

“Since becoming a member in 2010, I have seen my money grow and knowing that I can obtain loans every month is very beneficial.”

Nere has two daughters attending Philip Aravure Primary School. Both girls currently reside with their Aunt in Port Moresby, and their father visits them when he is on his break.

“My savings with NCSL has helped me benefit greatly because I can purchase plane tickets for my daughters to spend their holidays with me in Tabubil and I pay their school fees through my savings every year.

“I contribute K500.00 to my general savings account and every school term holidays I am eligible for a K3,000.00 to K4,000.00 loan which I purchase their school materials, holiday trip and still have enough spending money,” Nere said. “and the best part is that my savings is always growing.”



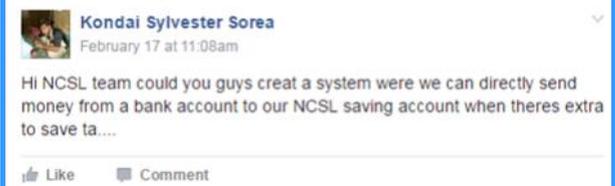
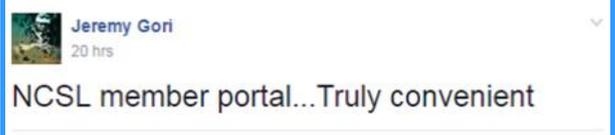
“Since becoming a member in 2010, I have seen my money grow and knowing that I can obtain loans every month is very beneficial.”

“As a word of advice to other members, do not withdraw your money, just borrow it and you will see its benefits.”

Have an interesting story of how NCSL savings assisted you in meeting a financial need, email: newsletter@ncsl.com.pg



We value your comments and queries to help us assist you and also to improve on our services.



Find & Join Us on Facebook

www.facebook.com/groups/ncslhelpdesk



NCSL Closed Group

NCSL's Closed Group Facebook page is a Corporate page and we intend to maintain professionalism in serving members, therefore members are advised to use real names so Admin staff can quickly identify and assist you.



VALUE BACK LOYALTY PROGRAM

AN ADDED VALUE TO YOUR PURCHASE

LOOK FOR THIS LOGO AT SELECTED SERVICE PROVIDER OR RETAILERS BELOW WHEN SHOPPING



VALUE BACK OFFERS!

15% VALUE BACK

10% VALUE BACK

PNG Air
K50.00 discount on all domestic fares

Present your NCSL ID card to receive 10% - 15% Value Back discount at any of the selected retail or service provider listed above

GET YOUR I.D CARD FOR K10.00 FOR NEW & REPLACEMENT



For more information email marketing@ncl.com.pg

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