SMS Advertising to boost loan growth

“Technology is advancing with time and it brings great opportunities and one of that is marketing through Mobile Short Message Service (SMS),” said Ms Farapo.

“The web-to-sms portal is a vital communication tool because it reaches a large mass of people at any one time regardless of the location and this is effective in terms of getting out financial literacy messages to educate whilst also promoting what we intend to offer, in a way which benefits every NCSL member.” said Ms. Farapo.

She further added that providing information about saving money and borrowing is important for contributors to know so that they (members) can make well informed financial decisions on their short term savings.

One member who had a good experience with this service is Hagara Laiepa.

Upon lodging her loan application, Ms Laiepa said she did not know she was eligible to apply for a 1:1 loan until she received a message from NCSL stating that she could apply for a loan.

“I find this service to be very convenient as members are informed via text messages about their loan eligibilities without even enquiring with NCSL.”

“I did not have to call or email NCSL to find out about my loan eligibility and other NCSL products and services offered. Thanks to NCSL’s sms services I am aware of my loan eligibility and can obtain a loan against my savings.”

Continues on page 3
NCSL Awareness on FM100 Talkback

NCSL Managers appeared on FM100’s famous Talkback Show to educate and inform members on the Society’s products & service offerings.

Lending Manager, Mr. Bernard Geita, spoke on the types of lending ratios, loan interest rates and terms of repayment.

“NCSL offers 1:1 & 1:2 loans and charge’s a minimum interest of 1% on the reducing balance with 1-60 months as repayment term,” said Mr. Geita.

Whilst on air, Robert Thadeus, Manager Member Services, spoke on NCSL’s membership which covers over 82,000 contributors and how this is financially beneficial to the NASFUND members who can save for their immediate and unexpected financial needs. NCSL applies relatively low fees and we invite non-NCSL members of NASFUND to join us.”

The one hour segment ended with giving out information on the Society’s current major loan promotion which commenced in August his year to promote NCSL’s lending activity.

Ms. Farapo of Marketing said that the promotion prizes to be won have a total value of over K100,000.00 and includes a brand new Isuzu DMAX from Boroko Motors.

Adding further, she said, “Members who obtain loans of K1,000.00 or more automatically enter the draw and members have more chances of winning with every loan of K1,000.00 or more. Prizes will be drawn on Friday 9th December 2016”.

The fortnightly radio appearance is an initiative driven by Marketing Unit as part of the drive to educate and inform members.

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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@ncl.com.pg

NCSL Vibe - Monthly Newsletter

Volume 1, Issue 4

NCSL Contributore Savings & Loan Society Limited
Parents with infants can now open up savings accounts with NCSL for children as young as 1 month old. The Kids Savings Account (KSA) product is a trustee account for all children under the legal age of 18 years.

Since its inception in June 2015, over 2,200 KSA accounts have been opened by parents and students from various schools within the country. Initially children from the ages of 3 -18 years opened up savings account however, as a result of feedback from members, we also now cater for children under 3 years.

NCSL developed KSA with the objective of creating a savings culture among children and getting them to know banking and money management at an early age so that they will become financially responsible in future.

The KSA savings can be accessed by member upon legal age of 18 years and early withdrawal of funds will be considered under the following cases;

- Trustee seeking funding assistance to further the child’s education and related expenses;
- Emergency medical purposes for the child.

Parents from non-government organizations, public and private sector are encouraged to open up savings accounts for children to empower young minds for the future.

Application forms are available online via NCSL’s website www.ncsl.com.pg and contributions can be made via salary deduction, direct deposit, and internet banking.

Wilfred Willie 13 months old received a piggy bank after his parents opened his KSA at NCSL head office.

The Kids Savings Account (KSA) product is a trustee account for all children under the legal age of 18 years.

Rosa Mea, 4 years old is all smiles for the piggy bank she received after her mum opened her savings account.

Continued from page 1.

Following the introduction of the SMS blast service, Lending Officer Mr Stanley Trimoni said this has assisted lending by prompting members to obtain loans under their 1:1 eligibility.

“We hope that this will also assist to boost our loan book. We are seeing more 1:1 loan applications coming through since the inception of this SMS blast service.” Mr Trimoni said.

He added, “The number of loan applications received by Lending Department is expected to be higher in the coming months.

NCSL reaches out to 10,000 members in a month via mobile sms and invites NASFUND members who are non contributors of NCSL to become a member to enjoy some of these services.

NCSL members who are yet to register their mobile numbers are encouraged to do so by completing the SL15 Form to receive free information on NCSL’s savings & loan products, services and benefits.

The form can be collected from your nearest branch office or downloaded from the website www.ncsl.com.pg or requested via helpdesk@ncsl.com.pg

Do you have an interesting story to tell about how your NCSL savings assisted you in meeting a financial need

Email newsletter@ncsl.com.pg and have your story published in our monthly newsletter “NCSL VIBE. Not only that, you also get a FREE T-SHIRT

Conditions
1. Positive story
2. Photograph to be provided with caption
3. Willing to provide additional information
4. Agree that the story can be sent to media
5. All information provided to Media Officer must be accurate
6. Media Officer has discretion to select suitable stories
More discounts for members with NCSL ID

The expansion of the VBLP has provided members more options to choose from when shopping.

NCSL’s Marketing and Client Relations Team Leader Ms Evelove Farapo said through the partnership of the participating service providers, NCSL aims to provide a rewarding experience to create customer return whilst maintaining loyalty and business relationships with the service providers.

The loyalty scheme rewards members through presentation of membership cards at various service provider sales points. Members who obtain loans and savings withdrawal to make purchases receive a free shopping voucher equivalent from 10% – 15% of purchase price which is adds more value to Kina.

We have new service providers and discounts are on regular prices excluding items or services which are on specials or discounted price.

All NCSL members are encouraged to get a NCSL membership card to enjoy these discounts. To get a membership card, email marketing@ncsl.com.pg

Want an instant discount? Get your NCSL membership card today to receive discounts from service providers.

NCSL has over 30 service providers around the country providing discounts and shopping vouchers to members who participate in Value Back Loyalty Program (VBLP).
NCSL continues to develop its staff to ensure efficient services are provided through its lending facility.

Two officers, Stanley Sariman and Kila Irau from the Lending Department early this month attended three days training on Lending & Securities which covered important aspects on the requirements of processing loans successfully and in accordance with policies, acts and correct practicing stands.

Lending Officer Mr. Sariman said he learnt a lot about the basic principles of good lending, how to make sound lending decisions and the basic rules of lending and credit risk management.

“I’ve learnt that lending is the main source of revenue for the banks and other financial institutions and I found the training to be refreshing and definitely filled in some missing gaps and unanswered questions within the lending industry.”

Mr Sariman said with this training acquired, he aims to minimise the risk and maximize the return on funds.

NCSL’s Human Resource Manageress Ms. Darusilla Musi said the training will enable lending officers to fully understand how loan applications are processed and types of assets required as security.

Both officers will also be assessed early next month for qualifications on lending and security performance skills.

Marketing officers also received training early this month. Marketing officer, Jasper Kinaram and Team Leader Ms Evelove Farapo found the training to be a good refresher.

Ms Farapo said, “The training was an informative refresher for me as sales trends are continuously changing and the objective is to constantly innovate and be creative in today’s market to gain competitive edge.”

She said in sales, overall knowledge of the product, presentation skills and enthusiasm are vital which forms part of the reasons behind buying and selling.

NCSL’s staff training conducted are to enhance staff skills and knowledge to better assist members.

Information booth at Stop N Shop Harbour City

Our road shows are conducted weekly on Fridays to encourage and promote savings culture, especially for young children from the ages of 1month to 18 years.

Our team commenced at Stop N Shop Central Waigani early this year and are now at the recently opened Stop N Shop Harbour City.

The public are urged visit the information booth and open their Kids Savings Account (KSA) and also register their mobile numbers to receive free SMS alerts, and register to be NCSL members.

Freddie Vaieke of Marketing assisting parents and children complete their forms to open KSA and NCSL savings accounts.

MAJOR LOAN PROMOTION

NCSL is giving away over K100,000 worth of prizes

Simply apply for a loan of K1000 or more to go into the draw to win a brand new ISUZU DMAX single cab ute.

Promo commenced 1st August & ends 8th December

Draw date 09th December

*Terms & conditions apply
I am not a member of NCSL. Can I apply for NASCARE?

♦ No, NASCARE is only available to NCSL members for medical and life insurance.

Can I take medical insurance cover only?

♦ No, member can not take out partial cover, i.e. they can not take medical insurance and leave our life insurance or vice versa. The NASCARE plan is for both medical and life insurance.

Are there any age limits?

♦ There are age limits and NASCARE covers the following:

<table>
<thead>
<tr>
<th>Member</th>
<th>up to 65 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse</td>
<td>up to 65 years</td>
</tr>
<tr>
<td>Children</td>
<td>up to 18-25 years of age who are unmarried and fulltime students (proof of student identity is required from the relevant education institution)</td>
</tr>
<tr>
<td>Natural parents of members</td>
<td>(under this policy there is no age limit for natural parents)</td>
</tr>
</tbody>
</table>

How can I claim a refund for medical expenses?

After seeking treatment from a medical institution you must pay in full after treatment. To claim your refund you must complete the medical claim form and forward to any NCSL office with original copies of the following:

- Medical invoices;
- Doctors’ prescriptions;
- Pharmacy receipts.

Your claim will be settled within 14 working days with payment made to your nominated bank account.

If a member incurs medical bills overseas, the insurance partner will only refund the medical bills incurred and not the travel expenses. Medical claims must be submitted within 60 days from the date your cover expires. Any claims lodged after 60 days will not be reimbursed.

How much will be refunded for my medical expenses?

♦ Members will be refunded 80% of the total amount claimed, e.g. if you hospital bill is K100.00 the refund is K80.00

What is excluded from medical cover?

- Vitamins or health food supplement
- Pre-existing conditions
- Cosmetic surgery
- Any non-medical expenses
- In-vitro fertilization
- Non prescribed medication
- HIV/AIDS, venereal disease, sexually transmitted disease (STD)
- Intentional self injury
- Suicide or attempted suicide
- Alcoholism, drug addiction
- War, service in armed forces
- Pregnancy within 12 months of joining
- Repairs/replacements of broken, damaged or stolen spectacles, dentures or artificial limbs
- Visa/occupational medical examinations
- Domestic violence
- Extreme sports

For more information on NASCARE, email nascare@ncsl.com.pg
Monica Uraliu has been saving with NCSL since 2012 and her savings has assisted her to obtain several loans to build a permanent house in Rabaul of East New Britain Province. Monica shares with us her success story.

I have been planning to build my house and was looking for assistance when a few of my colleagues at Moore Business Systems PNG Ltd in Port Moresby told me about NCSL and the products and services offered. This motivated me to save with NCSL.

I was interested in applying for a loan especially for my house and when I heard of the loan ratios NCSL offers, I joined and was consistent with my fortnightly contributions.

NCSL has assisted me a lot in meeting my financial needs through its 1:2 ratios in which it allowed me to borrow double the amount of my savings.

I have obtained 5 loans so far to assist in building my house. It cost approximately K25,000 and is yet to be completed.

“I recommend that NCSL loan repayment rate is good prior to the fact that it gives the member much time to repay the loan. Above all I must say it offers affordable repayment loan terms with minimum loan interest of 1% per month."

As an existing member I encourage the non-members to save with NCSL and let your savings assist you meet that financial need.

“If you have an interesting story to tell 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 to also improve on our services.

Monica Uraliu’s permanent house in building process in Rabaul, East New Britain Province.

Monica Uraliu

NCSL savings built my house

Find us on Facebook www.facebook.com/groups/ncslhelpdesk/

NCSL Closed Group

NCSL’s Closed Group Facebook page is a Corporate page and members are advised to use real names with proper employer information so staff can quickly identify and assist you.
Know your Branch Support Team. Keep reading NCSL Vibe—October Issue features Branch Support Team from the New Guinea Islands Region.

**VALUE BACK SERVICE PROVIDER**

**NEW 10% VALUE BACK**

Present your ID at any of these participating service providers and receive instant discounts on your purchase.

**15% VALUE BACK**

PGK50.00 direct cash discounts on full priced airfare(s) Q Class bookings only to PNG destinations.