



# NCSL Vibe

VOLUME 1, ISSUE 7  
December 2016

"We communicate NCSL activities and results"

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### NCSL HEAD OFFICE INFORMATION

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

## NCSL & Boroko Motors present keys to winner of Ute



**PORT MORESBY:** Major prize winner *Stephannie Manu of Oil Search (PNG) Ltd* being presented the keys to her new Isuzu DMAX single cab Ute by Boroko Motors New Vehicle Sales Manager *Steven Douglas* as NCSL's General Manager *Vari Lahui* looks on

NASFUND Contributors Savings and Loan Society Limited (NCSL) has once again given one of its member the opportunity to drive home with a brand new motor vehicle this Christmas.

Boroko Motors New Vehicle Sales Manager-POM, Steven Douglas presented the keys to the winner of the major loan promotion Stephannie Manu of Oil Search PNG.

Mr Douglas said, "Boroko Motors is happy to support NCSL and its promotions and we look forward to continue supporting NCSL."

*More on page 3*

### 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](mailto: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





# General Managers Message



**Vari Lahui**  
General Manager

## WARM FESTIVE SEASON GREETINGS TO YOU ALL

It is that time of the year when we reflect on the achievements of the year and think about areas where we need to change tact to achieve bigger and better results in the new year.

We have been busy at NCSL and below are some of the highlights of 2016;

- \* Introduction of monthly interest payments on member savings;
- \* New Audit, Risk and Remuneration Committee which has taken on the role of the Supervisory Committee as required by the Savings & Loan Societies Act;
- \* Commencement of a new software development company, CloudApp Laboratories Limited, which is a joint venture between NCSL and Software Factory Limited of Fiji;

- \* Introduction of the new operating system, SaveLoanSmart, in November;
- \* Enhancement of the USSD service which will now enable members to access a menu and process their loan applications in addition to the other functions available ;
- \* Grew membership by 9.0%;
- \* Opened new outlets in Bialla (West New Britain) and Wabag (Enga)

The main focus for this year has been on SaveLoanSmart and I am pleased to report that we had no major disruptions and the transition has been smooth.

Delivery of consistent quality services remains our top priority and we believe SaveLoanSmart will help us achieve this goal.

I want to take this opportunity to thank Graham Hobson and the team from Sterling System for providing us SALS which served NCSL well in the past and we have decided on a new system which will take NCSL into the future.

I also want to thank Semi Tukana and the team from CloudApp Laboratories Limited for ensuring the smooth transition to SaveLoanSmart. I urge all employers to access the employer portal which will ease the administration of NCSL applications and significantly reduce paper handling.

We are still waiting for the revised Savings & Loan Societies Act to be certified into operation which will allow multiple membership between societies and allow the societies to price their assets and liabilities among other things. This will enable NCSL to further grow its membership and start determining interest rates that it will apply on deposits and loans.

The Board has approved the revised strategic action plan this year and the management is diligently working on this plan which will bring more exciting offerings to members.

I would like to thank all our members for their support this year and we look forward to the continued support in the new year and beyond. I would like to thank the Board, management and staff for their support right throughout the year.

On that note, I wish each and every one of you and your families, a very Merry Christmas and a prosperous New Year.



**This holiday season brings the opportunity to say  
thank you & wish you a very**

*Merry Christmas &  
a Prosperous New Year*

**from Board, Management & Staff of NCSL**





“Financially empowering NASFUND members”

# NCSL & Boroko Motors present keys to winner of Ute



**Port Moresby:** *Stephannie Manu proudly showing the keys to her Brand new Isuzu DMAX Single cab ute.*

## 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.

### Continue from page 1

NCSL’s General Manager Mr Vari Lahui congratulated Ms. Manu and said NCSL will continue its promotions with bigger and better prizes to reward members.

He said NCSL acknowledges Boroko Motors, for their support in providing the major prize, a brand new Isuzu DMAX single cab and we look forward to their support in 2017 and beyond.

The winner, Ms. Manu, said she was surprised when she received a call from NCSL’s Marketing Team Leader, congratulating her on her win.

“I am so happy and I thank God for making all of this happen, thank you NCSL for conducting such promotions for members and giving me the opportunity to win and thank you Boroko Motors and NCSL for this grand prize.

The Major Loan Promotion commenced at the beginning of this year and attracted a total of **27,794** loan applications nationwide, with

NCSL processing over **K48.1M** in loans to members. NCSL promotional draws are computerised and the system randomly selected names of members who took out loans of K1,000.00 or more during the year.

A total of 21 winners were systematically selected via a computerised draw and announced on FM100 on Friday 9<sup>th</sup> December.

NCSL would also like to thank Solar Solutions PNG Ltd, Brian Bell & Co. Ltd and K.K. Kingston Ltd who provided wonderful prizes for this annual major loan promotion.

NCSL is the largest savings and loan society in terms of membership, with a membership base of over 83,000 and continues to financially empower NASFUND members to make well-informed financial decisions on their short to medium term financial situations towards improving living standards of its members.



# Savings & Loan Societies recognised in Financial Inclusion

Savings & Loan societies also play an important role in the Financial Inclusion Strategy in assisting to provide financial assistance to the general population.

This was recognized and acknowledged by the Bank of Papua New Guinea (BPNG) and the Center for Excellence in Financial Inclusion (CEFI) at the launching of the 2nd Financial Inclusion Strategy.

BPNG Governor, Mr. Loi Bakani, said the financial inclusion is to make sure financial services are delivered and made accessible to the people.

“Financial institutions play important roles in the set up and change of financial state in the country. Savings & Loan societies which belong to the people of PNG have played an important role to the people,” Governor Bakani said.

Through the first National Financial Inclusion 2014-2015 the government was able to deliver some level of financial services to the rural areas.

Prime Minister of PNG Peter O’Neill said the financial inclusion (inclusive financing) is the delivery of financial services at affordable costs to the disadvantaged and low-income earning sections of society, especially in the rural areas.

It is a key enabler to reducing poverty and boosting prosperity.

“We have a financial services sector review funded by the World Bank and we are working on how we can further



extend financial services,” O’Neill said.

He said the review will provide a road map on how we can address issues in the financial sector and make the financial services more accessible.

It is proposed to have a council to oversee and progress implementation of key policies such as financial inclusion. The council will always coordinate work with financial institutions within the financial sector.

Governor Bakani said there are a lot of Financial institutions now looking at the best ways in delivering services.

He said financial institutions must continue to provide financial services for the people who need financial assistance and empower them to participate in nation building.



**Port Moresby:** (left to right) Augustine Birie (Lead Coordinator, Financial Services Sector Review Project), Ellison Pidik (BPNG Assistant Governor, Financial Systems Stability Group), Loi Bakani, (Governor Bank of PNG), Saliya Ranasinghe (CEFI Director) and Bruce White, Consultant on the development of the Financial Sector Development Strategy (FSDS) at the press conference after the launching of the 2nd National Financial Inclusion.



# Digitec partner's with NCSL for 2017 Back to School Promotion



*PORT MORESBY: NCSL's Marketing Team Leader Ms. Evelove Farapo and Digitec Sales representative Cynthia Na'aru shake hands to confirm Digitec's partnership.*

school purposes.

NCSL Marketing runs quarterly promotions to drive membership growth and grow the Society's loan portfolio whilst also promoting partner companies.

NCSL is the largest savings and loan society in terms of membership, with a membership base of over 83,000 and continues to financially empower NASFUND members to make well-informed financial decisions on their short to medium term financial situations towards improving living standards of its members.

In preparation for NCSL's back to school promotion, NCSL has gone into a joint promotion partnership with Digitech (PNG) Limited for Back to School Promotion in January 2017.

Digitec, as a partner, has sponsored K10,000.00 worth of Dell Laptops for NCSL's 'Back to School' Promotion.

Digitec's Managing Director, Mr. Nishith Muchhala, said Digitec is happy to come on board to sponsor laptops for the promotion.

"This is the first time Digitec has gone into partnership with a company to sponsor prizes for their promotions and we are happy to go all the way in sponsoring Dell laptops for this promotion."

The promotion will commence in the New Year on Monday 23<sup>rd</sup> January and will run for 3 months. NCSL's promotional draws are conducted systematically by SaveLoanSmart and all members are invited to participate by obtaining loans for



*Digitec PNG Ltd Sales Team meeting with Marketing Team Leader to confirm sponsorship of the Back To School Promotions for 2017.*



# NCSL sponsors 3<sup>rd</sup> prize for POMIS Science Fair



*Port Moresby: (left) NCSL Marketing officers present 3rd prize winners NCSL merchandises. (Right) 3rd prize project 'Solar Oven' that uses solar energy to cook food.*

As part of promoting NASFUND Contributors Savings and Loan Society Limited’s (NCSL) Kids Savings Account (KSA), NCSL sponsored in kind, prizes for third (3<sup>rd</sup>) place winners of Port Moresby International School’s Science Fair.

The two winners from grade 7.4 Ms Vaibhavi Guru and Mr Abel Saju received NCSL merchandises as 3<sup>rd</sup> place prizes for their project in using solar energy for power generation.

Ms Guru said: “the aim of the project is to use a renewable energy source to produce electricity so we used solar energy power to generate heat to the solar oven we created.”

The two recipients were surprised when their project was chosen as the best solar oven amongst the other five solar ovens.

“We were surprised that our project was selected as the best solar oven. We worked on it for two weeks with no intention of winning at all,” a proud Ms. Guru said.

Port Moresby International’s Head of Science (HOD) Dr. Miranda Crawford-France and Coordinator of Sponsorship Mrs. Genevieve Lavai were very thankful for NCSL’s sponsorship in Kind to support this educational event.



## 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](mailto:marketing@ncsl.com.pg)



# NCSL visits Employer locations for awareness sessions



**Western Province, Kiunga:** NCSL Tabubil Client Service Officer Nicholas Kilo conducting an awareness session

Awareness sessions at employer locations is another way NASFUND Contributors Savings & Loan Society employs to educate members on its product and service offerings.

NCSL Officer, Nicholas Kilo based in Tabubil, last month presented an awareness session to a total of 114 employees of Lotic Bige Limited in Kiunga, Western Province.

The session was initiated at the invitation of the company to enable its workers to be educated on the features and benefits of the products and services offered by NCSL.

The visitation turned out well with 12 staff members registering new membership whilst the rest requested

for NCSL ID cards to participate in the Value Back discount program.

“So many members upon hearing about our low interest rate on loans expressed interest in joining NCSL to save and obtain loans to assist them financially,” Kilo said.

NCSL continues to create a savings culture to educate members on the value of savings for a better quality of life when in need of immediate financial assistance.

In addition to its low interest rates on loans, NCSL commenced payment of monthly interest on savings from members which is topped up with additional interest at the end of the financial year.





## Member wins solar lighting in loan promotion



**PORT MORESBY:** Kila Ali of Paradise Foods Ltd receiving his loan promotion prize, power connect solar lighting from lending officer Stanley Sariman.

Port Moresby based members whose names were systematically drawn out from the nationwide loan promotion were proud to receive their prizes at NCSL head office after being notified of their win.

Kila Ali of Paradise Foods Ltd who won a Barefoot Power Connect 3050 from Solar Solutions PNG Ltd said he was surprised and proud after being notified by NCSL that he was one of the 21 lucky winners in the loan promotion.

“Thank you NCSL and Solar Solutions PNG Ltd for the wonderful prize I have won this year”.

Kila had obtained a loan of K1,000.00 and automatically entered the major loan promotion draw.



James Veni of BNBM PNG Ltd receiving from NCSL’s Stanley Sariman his voucher for a 32 inch LED TV sponsored by Brian Bell.

**Right:** Lae winner Janmarlyn Kodu receiving her Prize-voucher for a 32 inch LED TV screen from Livia, NCSL officer, Lae





# NEW STAFF ON BOARD

## Diana Martin



**Designation:** Officer In Charge—Lae Branch

**Division:** Member Services

**Commenced:** 31/10/2016

**Previous employment:** PNG Microfinance Ltd

**Brief JDD:** provide necessary support to branch team and ensure service delivery standard is maintained whilst proactively driving membership growth. Ensure all branch operations align with NCSL policies and procedures and promote continuous improvement.

## Simon Anania



**Designation:** Risk & Compliance Officer

**Division:** Legal & Compliance

**Commenced:** 14/11/2016

**Previous employment:** Finance Corporation Ltd (FinCorp)

**Brief JDD:** Supports the Legal & Compliance Manager regarding all aspects of the organisational risk management program. Responsible in facilitating the identification of risks throughout the organization, developing tools, practices and policies to identify and report organisational risk; developing monitoring formats on risk management issues and methodologies for the assessment of risks.

## Jackraho Morea



**Designation:** Accountant

**Division:** Finance

**Commenced:** 05/12/2016

**Previous employment:** Bmobile

**Brief JDD:** Achieve timely and accurate reconciliation of general ledger accounts, balance sheet and statements of all the organization's accounts. Manage accounts to maintain timely and accurate process of payments, maximize investments opportunities, maintain compliance with BPNG requirements and ensure compliance to all internal policies and processes.

## MEMBER SURVEY QUESTIONS

This member survey is conducted to provide NCSL feedback on how it can improve its product to best service members' needs.

How likely is that you would recommend NCSL to a friend or colleague?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Overall, how satisfied or dissatisfied are you with NCSL?

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Very satisfied                     | <input type="checkbox"/> satisfied    |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> dissatisfied |
| <input type="checkbox"/> Very dissatisfied                  |                                       |

Which of the following words would you use to describe our products? Select all that apply?

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Reliable             | <input type="checkbox"/> High quality |
| <input type="checkbox"/> Useful               | <input type="checkbox"/> Unique       |
| <input type="checkbox"/> Good value for money | <input type="checkbox"/> Overpriced   |
| <input type="checkbox"/> Impractical          | <input type="checkbox"/> Ineffective  |
| <input type="checkbox"/> Poor quality         | <input type="checkbox"/> Unreliable   |

How well do our products meet your needs?

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Extremely well  | <input type="checkbox"/> Very well   |
| <input type="checkbox"/> Somewhat well   | <input type="checkbox"/> Not so well |
| <input type="checkbox"/> Not at all well |                                      |

How would you rate the quality of the product?

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Very high quality            | <input type="checkbox"/> High quality |
| <input type="checkbox"/> Neither high nor low quality | <input type="checkbox"/> Low quality  |
| <input type="checkbox"/> Very low quality             |                                       |

How would you rate the value for money of the product?

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Above average |
| <input type="checkbox"/> Average   | <input type="checkbox"/> Below average |
| <input type="checkbox"/> Poor      |  |

How responsive have we been to your questions or concerns about our products?

- |  |  |
|--|--|
| <input type="checkbox"/> Extremely responsive  | <input type="checkbox"/> Very responsive   |
| <input type="checkbox"/> Somewhat responsive   | <input type="checkbox"/> Not so responsive |
| <input type="checkbox"/> Not at all responsive | <input type="checkbox"/> Not applicable    |

How long have you been a member of NCSL?

- This is my first time to be a member
- Less than six months
- Six months to a year
- 1 – 2 years
- 3 or more years
- I am not a member yet

How likely are you to use our product(s) again?

- |  |  |
|--|--|
| <input type="checkbox"/> Extremely likely  | <input type="checkbox"/> Very likely   |
| <input type="checkbox"/> Somewhat likely   | <input type="checkbox"/> Not so likely |
| <input type="checkbox"/> Not at all likely |  |

Do you have any other comments, questions, or concerns?

Email completed forms to [newsletter@ncsl.com.pg](mailto:newsletter@ncsl.com.pg)



Product of the month continues with



**KIDS SAVINGS ACCOUNT**

Continued from November Vibe.....

**Are there any fees involved?**

Yes. Normal withdrawal fee of K1.00 will be charged.

**Can I take a loan against my savings?**

No.

**Can my parents use my savings as security to obtain loans from NCSL or other financial institutions?**

No.

**BENEFITS**

**Will I have a membership card as well?**

Yes. cost of obtaining a new membership ID card is K10.00. visit your nearest NCSL branch for more information.

**Will I also participate in the Loyalty Program?**

Yes. Upon cash purchase, present your NCSL membership ID card to receive instant discount.

**For more information regarding Kids Savings Account call 313 2000.**



**Livia Yawing**

**Department: Member Services**

**Brief:** As the Employee of the year 2016, Livia has been awarded for her continuous contribution to NCSL. Livia has been nominated through-out the year by staff for her outstanding performance. She has performed exceptionally well in her line of work, consistently recording the highest number of members on BIS, always assisting within her team and outside her own department as well. She also assists her team to reduce backlog if there is any. This in itself is a job well done.

**ON-THE-SPOT for the year 2016**

- ◆ 1st. Melissa Brabar  
NASCARE Officer

For her continuous assistance in the member services department & also in lending a helping hand in all other departments when required.

**TEAM of the Year  
Member Services Department**

For reaching their target in membership registration where they registered more than target of 9,000 members and processing withdrawal applications and refunds within the turnaround times.



**THE STATIONERY SUPERMARKET**

**NOW OFFERS 10% VALUE BACK DISCOUNT TO KIDS SAVINGS ACCOUNT MEMBERS**

**Use your KSA or NCSL ID card to participate**



## My NCSL savings assisted me to build my dream home



*Janice Poe in front of her house in Madang still under construction which she built from obtaining a loan against her savings.*

“Saving with NCSL has helped me achieve a lot when in financial need and with my savings I obtained a loan and have finally built my dream home back in my village in Bilia, Madang.”

I joined NCSL when I started working with World Vision International and was contributing to my NASFUND.

Through my employer I got to know of NCSL and started contributing to my General and Education accounts since 2011.

My savings has assisted me a lot and I found the products and service offerings very convenient compared to what the banks offered so I felt motivated to save which continues to date.

I finally got a 1:2 loan against my savings and this has assisted me greatly in building my house throughout this year. I just started having the frames and plan to have it completed in early 2017.

With the low interest rates, my loan repayment will be completed in no time and I can still obtain a loan once more.

As an existing member who has saved this much to obtain a 1:2 loan to financially assist me build my house, I have to say that NCSL is the best place to save your money. The more you save, the more benefits you can enjoy with NCSL and you also earn monthly and annual interest on your savings. What a bonus.

*If you have an interesting story to tell of how NCSL savings assisted you in meeting a financial need, email: [newsletter@ncsl.com.pg](mailto:newsletter@ncsl.com.pg)*

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

**Caesar Benjamin**  
Yesterday at 9:13am

Xmas greetings team ncsl.  
A week ago, I posted on behalf of a brother who was in dire need of his funds to which I received a feedback which states that relaying of info through third party is not guaranteed  
I accept the advice.  
After I gave him the numbers to follow up on his own, all calls if his were unanswered therefore he reapplied last week for withdrawal again to his general savings a week has gone without a response from your end pls assist my fellow work mate namely #SAMUEL\_KURI.  
Your assistance will be greatly appreciated. Thanks

**Hardie Rubat**  
December 10 at 1:33am

**You help mi save a lot this year!! Definitely increasing my savings deduction soon!!**

**Mathew Niso**  
Yesterday at 9:38am

If NCSL member has an existing 1:2 loan but as per online banking he is still eligible to apply for loan for some amount. The member also have some loan arrears maybe due to the existing loan, should the member's loan be on hold due to the arrears. If so is information updated on online banking on members profile correct?

Like Comment

**Jupiter Hetabu**  
December 15 at 1:11pm

Hi NCSL,  
I guess the new portal thing has caused some inconveniences, I had to apply and lodge all my documents myself online with no morries on the old online system, the new system however if only you did a course or some training with all payroll from all companies than all will run smoothly...  
Some of my fellow workmates were referred (by our payroll) to do the old paperwork and hand deliver their application.

## Find us on Facebook

[www.facebook.com/groups/ncslhelpdesk](http://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

**PRESENT YOUR NCSL ID CARDS TO RECEIVE 10% OR 15% DISCOUNT AT ANY OF THIS PARTICIPATING RETAIL or SERVICE PROVIDERS**



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



## HOW TO PARTICIPATE

- ◆ Get a quotation on your (items) of purchase
- ◆ Present your quotation with your complete loan /savings withdrawal form at NCSL
- ◆ A cheque is raised to the selected retail or service provider
- ◆ Pay for item(s) and get a shopping voucher equivalent to 10% - 15% purchase price

For more information regarding Value Back Loyalty Program, Email: [markeing@ncsl.com.pg](mailto:markeing@ncsl.com.pg) or call 313 2020