



ncsl refreshes look with new brand

YOUR SOCIETY recently launched its new corporate look after 17 years since its inception in 2003. ncsI is driven by the central brand idea – we seek to provide financial empowerment to our members.

Our new corporate logo is simple but with a fresh take of our original look. By maintaining the unique one Kina coin and traditional shell money we're capturing the spirit of the Melanesian trading culture but with a modern touch to it.

We're reaffirming that with ncsI; we aim to empower our members through ownership that shape their future, support and deliver results through empowerment using our services and products, and as a result of the combined efforts between ncsI and members, we guarantee delivery of our vision statement goal to become best e-bank in Papua New Guinea.

The new look promotes the brand concept that ncsI belongs to you – ncsI bilong yu.

Pictured above is ncsI's guest of honour the Governor of the Bank of PNG, Loi Bakani, CMG and ncsI's CEO Vari Lahui after the unveiling of the new logo recently.

INSIDE THIS ISSUE

Page 2
new merchants sign-up

Page 3
ncsl at a glance - tomorrow & beyond

Page 4
ncsl strives to be the best

Produced by the ncsI marketing dept.
Email: newsletter@ncsl.com.pg

new merchants sign up

REGARDLESS of the size of your shop, having a ncsL EFTPOS terminal will make it convenient for your customers to use their Poro cards and other local bank debit cards. Ranu Trading, Maven Holdings and Chis Limited are three retailers who recently signed up and now have a ncsL POS terminal installed in their shops.

Ranu Trading is owned by Benson Ranu and is located in Tubusereia Village along the Magi Highway in Central Province.

Maven Holdings is in the hub of downtown Port Moresby and provides IT & Security, Electrical & Communication Services.

Chis Limited is owned by father and son team - Samuel and Sebbie Penias, who run their tucker shop out at the Walala compound in the Gerehu suburb of Port Moresby.

"I am excited to have customers come to our tucker shop and use their Poro cards and other bank cards for their purchases on the ncsL terminal," said Sebbie.

Having a ncsL EFTPOS terminal also allows customers to use not only their ncsL Poro card but other

debit cards issued by the commercial banks and micro banks.

ncsL offers terminal services at competitive terms and conditions and the service includes the option for cash deposits. Merchants will have access to an online portal to check on the transactions done the terminals which would assist with reconciliation of their merchant accounts.

To have a ncsL POS machine at your shop, simply fill out a Merchant Application and attach the following:

- Copy of the IPA Registration Certificate
- Company/Business Profile
- Copy of Tax Identification Number (TIN) Certificate

• Copy of Valid IDs (work permit for expatriates, passport bio page, driver's license or ncsL/nasfund ID)
Once you have all the required documents in place and approved, terminals will be installed by our eBanking staff.

Any shop owner requiring the POS terminal can contact the eBanking team on 313 2067 and/or send an email to ebanking@ncsl.com.pg



(L-R): ncsL eBanking Officers Martinah Yuwom and Benjamin Levo completing the EFTPOS installation whilst Sebbie Penias looks on.

looking sharp ladies!



OUR OFFICERS Serah Peter (l) and Maria Wakandi (r) looking sharp in ncsL's new corporate wear. The two ladies have been busy going out and conducting presentations about ncsL's products and services.

They recently had the pleasure of talking to Tininga Limited employees about the benefits of being a ncsL member. Tininga is a growing company based in Mt. Hagen which employs over 800 staff and operates a chain of supermarkets along with other subsidiary businesses.

ncsl at a glance - tomorrow and beyond

WE CONTINUE to grow every year because of the loyalty and support we have from our members.

In the last five years, we've introduced electronic and online platforms to meet the evolving needs of members by implementing service delivery channel offering convenience and security, and connected them with our systems to enable a quicker turn-around time on members' applications.

In-line with having a paper-free environment, our financial status, membership growth, what we're doing to mitigate risks, and how we as an organization are building our capacity to ensure members are well looked after; these are insights into the results achieved in 2019:

Paper vs Electronic Applications

- 128, 512 Withdrawals were taken
- 108, 482 Loans were funded
- 34,427 Poro transactions were processed since June 2019
- Poro transactions will be the leader in digital transactions in 2020

Financial

- Highest ever Revenue of K28.2M (38% increase YoY)
- Best Ever Profit / Net Income of K12.09M (42.3% increase YoY)
- Net Loans increased by 24% to K111.4M
- Total Assets increased by 24% to K230.6M
- Net Assets increased by 27% to K25.6M (Best ever)
- Best ever Interest Crediting rate of 6.7%

Customer

- Membership grew by 15.5% to 122,616
- Highest ever number of loan applications processed 108,482 (48% increase YoY)
- Increased market share (from 21% to 25%) of Total Loans in S&L industry
- Increased market share (from 23% to 27%) of Total Deposits in S&L industry
- Became the first non-bank to become an issuer and acquirer of debit card transactions
- Became the first non-commercial bank to successfully participate in the national payment switch launched by Bank



of PNG called Retail Electronic Payment System (REPS)

Process/Risk

- Lowest ever loan delinquency levels - Non-Performing Loans 0.28% / Past Due Loans 3.07%
- Successfully obtained license and incorporated as a company as required under Revised S&L Act
- Introduction of Board portal
- Ongoing Risk Management programs/activities

People

- Two (2) officers graduated with university degrees
- Revised organizational structure approved.

In the coming months and beyond, we're working to improve and deliver the following products and services:

- 2nd Phase of REPS - Instant Payment Transfers

- Scheme debit/credit cards
- Mobile wallet/payment solutions
- Faster transaction processing times
- New Lending products
- Loan Risk Grading/Pricing
- Streamlined onboarding process
- New Call Centre
- More POS terminals around the country



Dear Valued Members,
COVID-19 NO FACE MASK_NO ENTRY

Due to the rising cases of COVID-19, it is a requirement for all members to wear a face mask to or within all ncsL business premises and this is also in line with the National Pandemic Act.

During these 14 day lock-down, ncsL will operate as normal and we urge members to utilize our electronic services, i.e. SMS Banking, BIS and Member Online Portal for all transactions.

We apologise for any inconvenience caused by this and will provide further updates on our business operations from time to time.

yours sincerely
ncsL management

savebal balance request

Check your updated savings balance via mobile phone if you're on the Digicel network.

To check, simply SEND your Membership Number to *628*.

ncsl.com.pg

nsl strives to be the best

“Everything that nsl does is always with its members at the forefront of considerations and is also striving to deliver the best for its members nationwide.”

THESE were the remarks of nsl Chief Executive Officer Vari Lahui when interviewed on the eve of the occasion of its rebranding.

nsl installed a new co-banking system in 2015 that enabled members and staff to interact instantaneously over the internet.

The online member portal allows real time interaction that has enabled loans to be approved within five (5) to ten (10) minutes.

“Previously, it took two to three weeks to approve loans because a lot of work was done through paper. That is now a thing of the past as most transactions are now done electronically,” he said.

According to Lahui, one of the most important factors that has assisted with the change was the focus by the nsl team on the members. He said when we look after our members well, the organisation will continue to be successful and have a long future.

In order to do that, we are always looking at our policies, our end-to-end processes and ensuring we have the right people in all the positions within the organisation to drive the business forward.

We are always looking for new and better ways of doing things that will make life easier for all the stakeholders.

“We have brought in a lot of efficiency into our processes which has resulted quicker turn-around times on applications initiated by our members” said Mr Lahui.

The focus on its members and the drive for excellence in nsl has driven a culture of change within the organisation that has seen staff to be a lot more responsive and living the values aligned with the organisation’s vision and mission.

“We now have a really good work culture in the organisation, where the staff are focused on what they need to do for the benefit of our members and for the success of the organisation. We ensure that everyone in the organisation speaks the same language and serve our valued members,” he said.

Lahui said nsl became a new entrant in the electronic payments market when the Poro Card was launched in June last year.

The Poro card continues to be popular with the members and is now used across the length and breadth of the country. nsl has also launched its own Point of Sale (PoS) terminals and continues to grow its fleet of terminals by establishing and strengthening business relationships with retailers, wholesalers and other service providers that use electronic devices for payments. This growing network of



merchants provide members nationwide with options on where they can go and do their shopping and access payment services.

“We now have over 30,000 Poro Card users around the country. And we are progressing on the rollout of terminals throughout the country,” he said.

“Members are always at the top of our priority. If our members are happy then everything else falls into line.” Mr Lahui added.

nsl has grown over the years and is now the largest savings and loan society in the country nad south pacific by membership size, demonstrating the trust and confidence in the Society due to its reputation of good steady returns over the years, its innovative offerings and service delivery standards.

nsl is looking to enhance this position even further with more exciting offerings in the future.

some highlights of the rebrand launch night



nsl and nasfund board members with BPNG Governor Lai Bakani and Assistant Governor Ellison Pidik.



Modelling nsl's new corporate wear is the hardworking events team.



The Chief shows how happy he is.



CPL's Managing Director Mahesh Patel, OBE.



PNGEF's Executive Director, Florence Willie.



Guests on the night enjoy a light moment in front of the camera.



The lively insomnia band provided an energetic vibe to the night.



(L-R) nsl managers Henry Pupu, Robert Thadeus and Nosuau Kini.

nsl

nascar care bilong yu

Choose an affordable medical & life insurance cover for you & your family.

nascar care

nsl.com.pg