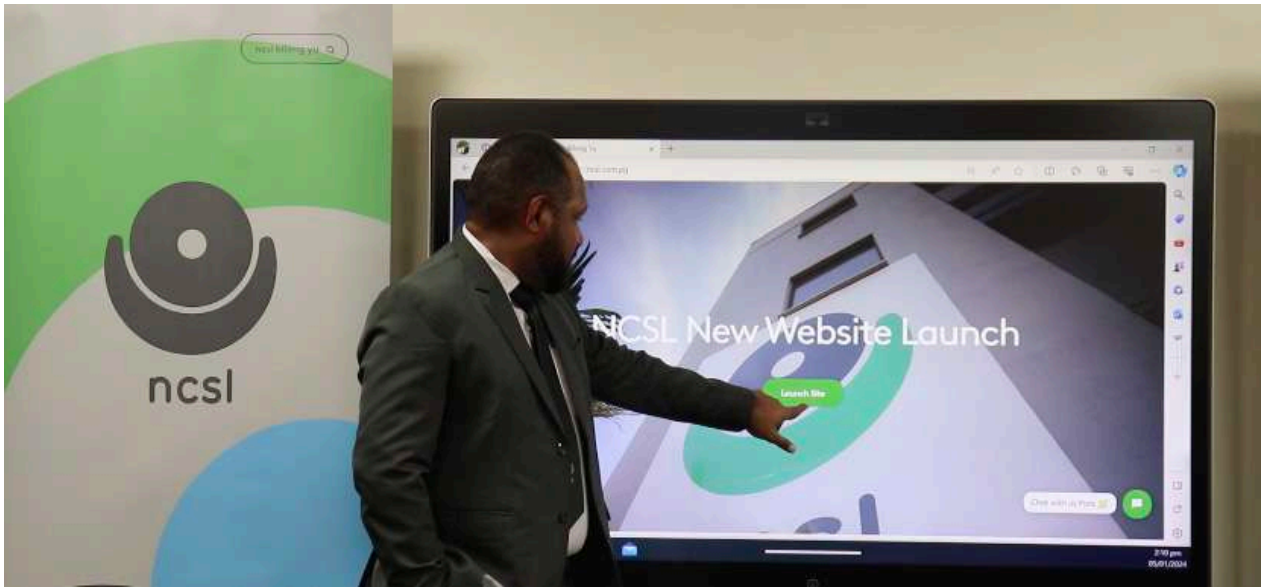


VIBE NEWSLETTER

NCSL LAUNCHES NEW WEBSITE



Pictured: NCSL Acting CEO, Keith Raimo launches the Website

WE launched our new look and improved website on Friday 05, January 2024 at our Head Office in Port Moresby. The website is designed to provide an enhanced and user-friendly experience for our valued members.

We understand the importance of staying ahead in providing accessible and convenient financial services and in line with our digital transformation, the new website aims to meet the needs of our members by offering a seamless online platform to explore a range of financial products and services.

Some key features of the website include:

1. **Enhanced User Interface:** The new website has a modern and intuitive design, making navigation easy for users. With a clean layout and user-friendly interface, members can easily find the information they need.
2. **Accessibility:** The Modern User Interface principles embrace inclusivity, ensuring the website is accessible to users with disabilities. This not only aligns with our values but also expands the organisation's reach and fosters a more diverse and engaged audience. Irrespective of your device, the new website site will prioritise the viewing of information within the perimeters you have on your screen.
3. **Savings Calculator:** We are also pleased to have a savings calculator on the revamped website. The innovative tool will assist users to make informed financial decisions and achieve their savings goals. It is designed to provide a simple and user-friendly way to estimate their potential savings over a period of time.
4. **Loan Application Availability:** Applying for a loan has never been easier. Members can now apply for loans on the website without logging into their Member Online Portal. It also features a loan calculator to assist members make their financial decision. This saves time and effort creating a friendly experience for our members.
5. **Updated Content:** The new website includes a dedicated section with informative articles and resources, covering various financial topics and member experiences, ensuring members can make informed decisions about their finances.

NCSL Acting CEO, Keith Raimo said “We are excited about the launch of our new website because it is the first step in our digital transformation initiatives to be rolled out in 2024. Our website is a key touchpoint when dealing with our members. We believe this website revamp will lead to easier accessibility and provide a convenient medium for our valued members who would like to have access to all of our service offerings. The new interface prioritises user experience for our valued members and all those who visit the site, making it a pleasure to explore NCSL’s offerings.”

RETURN TO SCHOOL WITH A LOAN FROM NCSL



We speak with Mrs. Koaba from Waigani Christian School on the importance of saving for school necessities and the future.

As the back-to-school season approaches, many families are preparing for the expenses that come with it. For many years, children completed school with loans their parents took for their education.

Our 1-1, 1-2 and 1-5 loan products were utilised for this purpose and we are pleased to assist our members with the loan they require for their child’s education expenses.

Our loans are designed to provide families with the financial support they need immediately for expenses such as school fees. With our competitive interest rates and flexible repayment options, we aim to make back-to school preparation manageable for families.

We understand that the back-to-school season can put a strain on a family’s budget, and we want to help ease some of that financial pressure.

nchl.com.pg

NCSL SCHOOL LOANS

easily accessible online and at competitive interest rate

f in CONTACT US → 207 2000 or email callcentre@nchl.com.pg

SAVINGS IS GOLD

Financial literacy and awareness is important when making decisions that involve money. For NCSL, it's important that we continuously update our members through our awareness campaigns as a proactive financial solution by offering suitable products for savings purposes for immediate and unexpected financial needs.

Recently NCSL organised an information session for the staff of Lihir Gold Mine. The session provided an insight into the relevance of saving monies in advance establishing a savings culture.

NCSL Lihir Branch Officer, Martina Wangu highlighted the various benefits of savings and the opportunity to achieve personal financial goals by having a good savings habit, individuals can obtain greater control over their future.

The workshop served as a platform to introduce products and services tailored to suit needs of our members and these included flexible savings accounts with competitive interest rates and loan products offered by the Society. We aim to ensure that our members have access to the tools necessary for achieving their financial goals.



The onsite campaign was successful registering over 45 staff as new members to save. As part of membership, these members will have access to digital services, Poro and Membership Card, interest on savings besides enjoying discounts from selected service providers.

NCSL MEMBERS TO BENEFIT FROM 15% DISCOUNT AT WR DENTAL

NCSL members in Port Moresby can continue to enjoy discount on dental services at WR Dental following a service agreement signed early this month. The agreement offers a 15% direct cash discount and value back to NCSL members.

WR Dental will allow this discount to NCSL members upon the presentation of a valid NCSL member ID card.

WR Dental which is located inside Holiday Inn and Kennedy Estates, offers Dental and Aesthetic Medical Services while prioritising quality, safety and comfort.

NCSL's Team Leader Marketing & Communications, Evelove Farapo said "We first signed up with WR Dental in 2017 and they have been with us since. We are thrilled to renew this partnership agreement to provide our members with affordable access to dental services. Our members without an ID card can visit any of our branches to apply for a membership card."

The partnership is under NCSL's Value Back Loyalty Program designed to reward members loyalty for their continued support. The discounts offered by our registered

partners or services providers do not affect member's savings.

The agreement term with WR Dental is for a period of 3 years.



NCSL Team Leader Marketing & Communications, Evelove Farapo presents the agreement certificate to WR Dental General Manager, Wioletta Rehlis

NCSL RENEWS PARTNERSHIP WITH LAMANA HOTEL



Pictured: NCSL Team Leader Marketing & Communications, Evelove Farapo presents the Value Back Loyalty certificate to Lamana Hotel General Manager, Jacquie Simons.

NCSL members will receive 20% discount on accommodation, membership, free conference hire and K30 per member for Bowling at the Lamana Hotel, under NCSL's Value Back Loyalty Program.

This was made possible through the signing of a Memorandum of Agreement between the two parties on Wednesday 31, January 2024.

NCSL Team Leader Marketing & Communications, Evelove Farapo said "we are thrilled to renew the partnership with Lamana which rewards our members for their continued support. The partnership paves way for many families to enjoy the services provided by the hotel."

Lamana General Manager Jacquie Simons said "its pleasing to note that the partnership enables not just members but families too as this is a family hotel where we have a swimming pool, activities for mums, dads and kids bowling at the bowling alley as well discount on rooms. We're glad to renew the partnership with NCSL and give that to many families."

The Value Back Loyalty Program offers on regular prized items to NCSL members.

The program is available at various locations and provides instant discounts from selected providers upon presentation of the NCSL membership identification card.

NCSL FEATURES CHATBOT ON WEBSITE



We are excited to feature a chatbot on our new website, aimed at enhancing user experience and providing more efficient access to resources and information.

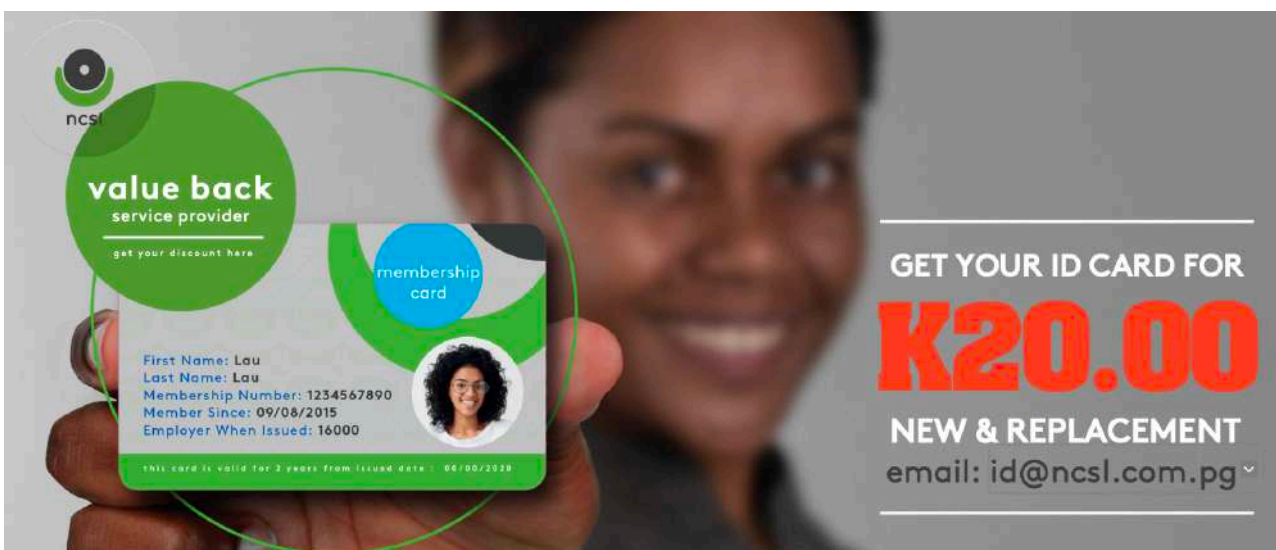
The chatbot, is a computer program that mimics conversation with users and is designed to assist visitors by answering common questions and offering personalised support.

“We are constantly looking for ways to improve our digital platforms and provide the best possible experience for our members who frequently visit our website,” said Manager Digital Services & Call Centre, Gila Ebenosi.

“The chatbot shows our commitment to using technology to improve accessibility and support for our members, stakeholders, and the general public,” he added.

NCSL Acting Chief Executive Officer, Keith Raimo said “We believe that the chatbot will serve as a valuable resource for anyone looking to engage with the work of NCSL and access information available on our website. It’s a user-friendly tool that aligns with our commitment to providing the best services in the digital space.”

The chatbot reflects NCSL’s ongoing efforts to enhance its online presence, providing a seamless experience for all our customers.



NCSL MEMBER ONBOARDING

NCSL VISITS NIUGINI ELECTRICAL

NCSL's Lae based Officer, Marjorie Golai raises awareness on NCSL's service and product offerings to over 115 employees at the Niugini Electrical site in Lae, Morobe province.

The aim of conducting information sessions is to update and educate NCSL members to ensure they make more informed decisions about their savings.



ST. ANTHONY PILGRIMS SAVES WITH NCSL

NCSL was invited by St. Anthony Pilgrims in Vanimo town to run an information session to staff on the savings and products offered by the Society.

Staff of St. Anthony came on board as NCSL members after Vanimo based Officer, Gibson Wangu ran an awareness session, highlighting the importance of having a savings culture and the benefits of being a member. Being financially aware of the savings and products available enables them to make wise financial decisions and improve on their budget and savings habit.



St. Anthony staff after the awareness session by NCSL in Vanimo.

MEMBERS SAY

