

MoneyMail

National Bank Staff Newsletter



NB

EDITORS' NOTE



Harry Mukaka



William Kaunda



Annie Magola

In line with the Project Evolution, every day through our emails we receive the daily inspirational quotations from the monthly themes from the Project Evolution Team.

In addition to these, we also have, in all Service Centres restrooms or corridors, framed motivational posters with the monthly themes and inspirational quotations.

But what are inspirational themes? Well in literal translation,

inspirational or motivational themes are like vitamins for our souls. They are supposed to lift our spirits, offer encouragement and support and reinforce our faith in whatever we do. In addition inspirational themes serve as reminders of the positive side of life.

These quotations which are from real people experts and celebrities offer solid advice and timeless wisdom on different topics such as honesty, excellence, trust, diligence, integrity, faith among several others.

We are all requested to read and use the daily themes from the emails and the quotations in the framed posters to motivate us, make us laugh or help us through difficult times.

They not only relate to work but our daily personal/family life as well. You are also encouraged to participate by sending the quotations based on the monthly themes.

Therefore when you receive an email with the inspirational quote or see the poster in the corridors or restrooms read the quotations; think of what the author is saying. This will truly help us to serve our organization to greater heights.

NBM POSTS K12 BILLION PROFIT

National Bank of Malawi (NBM) has registered a group post-tax profit of K12.7 billion representing a 68 percent increase from 2012 financial results.

In a statement of financial results dated April 3, 2014, NBM says although the operating environment constrained new lending in 2013, it registered satisfactory growth in all of its business lines following the increased capacity utilization of its clientele.

NBM also says in the statement that Shareholders experienced a significant value addition as the Bank's share value rose from K55 at the beginning of the year to K215 per share as at December 31, 2013.

NBM which is listed on the Malawi stock

Exchange has since declared a dividend of K6.20 per share.

Foreign exchange earnings exceeded expectations, partly attributed to increased turnover due to improved availability. This was on the account of higher donor funds in-flows than in the previous year, complemented by the performance of the 2013 tobacco export market which exceeded 2012 both in terms of prices and volumes," reads the statement in part.

The statement which was signed by NBM Board Chairman Dr Matthews Chikaonda and NBM Chief Executive Officer George Partridge among others also said the equities desk performed very well as the stock market recovered and experienced significant price gains in a number of counters which reflected a positive business environment.

Despite the good performance, NBM says it faced liquidity challenges in the industry for a couple of months which resulted in high cost of funding with money market income surpassing expectations..

NBM envisage a continuation of the declining trend of inflation and stability in exchange rate, at least within the tobacco selling season.

"However, in the medium to long term, the growth of the economy will depend on the policies to be adopted after the May 2014 general elections and the speed and level at which budgetary support and confidence are restored," reads the statement in part.

The bank is currently implementing a five year strategic plan, now in its second year, and hopes to continue to perform well in 2014.

CEO's MESSAGE

The 2013 financial results were presented to the Board on Thursday, 3rd April and I am happy to report that we had another successful year in 2013.



Welcome to this edition of Moneymail Newsletter. I hope you had a wonderful Easter holiday break and that everyone is back at work with renewed vigour to achieve more for the bank.

The 2013 financial results were presented to the Board on Thursday, 3rd April and I am happy to report that we had another successful year in 2013.

As you might have already seen in some publications and the media, we posted a profit of K18.2 billion before tax and K12.7 after tax. This increase represent 68 percent more than what we achieved during the same period in 2012.

These results were achieved because of staff's commitment and outstanding contributions in the year 2013, without which these results would not have been achieved.

I therefore take this opportunity to sincerely thank management and staff for your hard work and dedication to duty.

Despite the good performance there are other areas where we did not do well and I have a table below which show some areas that we need to improve.

If we critically look at the figures from the statement, you will see that there are some areas that we did not do well and we need to improve.

Our total operating costs were much higher than we had anticipated. Total operating costs includes items like stationery, utility bills, repairs and maintenance, office expenses, travel costs among other items.

As a team, there is more that we can do to bring our operating costs to minimal levels. I therefore appeal to you to try hard to reduce these expenses.

So my fellow employees I urge you not to be complacent, let's continue working hard so that we must maintain our pole position as the undisputed leader of the Banking industry in Malawi.

HIGHLIGHTS FROM THE ACCOUNTS

| | BUDGET | ACTUAL |
|-----------------------|------------|------------|
| Total operating costs | 12,541,851 | 15,124,320 |
| Total Interest earned | 17,650,323 | 26,296,232 |
| Total Interest paid | 4,014,931 | 5,939,755 |
| Other income | 11,336,516 | 13,202,500 |
| Profit before tax | 12,070,904 | 18,218,819 |
| Profit after tax | 8,208,214 | 12,541,391 |

George Partridge
Chief Executive Officer

AUSTIN MUSYANI GEARED TO IMPROVE SERVICE DELIVERY

"What I intend to do is to ensure that the systems both at head office and in Service Centres are up and running through coordination with other divisions."



Mr. Austin Musyani: Newly appointed Head of Operations

Newly appointed Head of Operations for National Bank of Malawi Mr. Austin Musyani is geared to improve on service delivery and shorten the time it takes service centres to deliver products and services to customers.

Mr. Musyani told Moneymail Newsletter in an exclusive interview that he received news that he should head the Operations Division both as a blessing and a challenge.

"A blessing, because it has pleased executive management of the bank that I should head operations division in addition to management of the Service Centres. A challenge, because the job is so complex and wide as it affects the coordination, control and directing customers," said Musyani.

Mr. Musyani had praises of his predecessor Mr. Brian Bobby.

"I must say that I have taken over from Brian Bobby who has done very well in terms of improving efficiency and effectiveness of the Bank's operations and I say to him 'thank you'," said Mr. Musyani.

But how does he feel being in charge of both operations and customer care?

"Having gone through the ladder in the banking structure that is from clerical, supervisor, operations and management of the service centre and later on being Head of Customer Service, I have found the combination of operations and customer service well fitted, in that I will manage from end to end whereby I will be receiving the needs of customers and making sure that we provide excellent service to them,"

added Mr. Musyani.

Asked what new ideas he is bringing to the operations division, Mr. Musyani said he will critically look at three main areas of systems, processes and people in his quest to improve operations of the bank.

"What I intend to do is to ensure that the systems both at head office and in Service Centres are up and running through coordination with other divisions."

"I also have to work hard to improve the processes by making sure they (processes) are shortened and computerized. I will also have to work through staff that is key to any improvements that I would like to achieve."

"In this regard I must ensure that staff are trained in all the jobs (multi-skilling), I must boost their morale and at the same time cultivate the right culture that is conducive to increasing the banks productivity," said Mr. Musyani.

"On customers I would like to improve on time it takes for Service Centres to deliver various products and services so that NBM is seen as the best bank in Malawi," added Mr. Musyani.

But what should customers and all stakeholders expect with him being at the top of Operations Division?

"Customers and all other stakeholders should expect improved product and service delivery both in terms of time and quality and also I would like to reduce the queues in service centres by moving customers from banking halls to self service channels. Obviously I would like NBM to be number one in Malawi on products and service delivery so that we meet customers' expectations," declared Mr. Musyani.

He praised staff in the Operations division for their dedication and team work and said he believes that staff team work will make the bank grow from strength to strength and remain number one in the banking industry in Malawi.

"I would like to ask all members of staff in operations division to be open to one another, provide initiatives in order to improve systems and processes and they should know that Austin has an open door policy for the initiatives and that all are most welcome in this regard," said Mr. Musyani.

FIESTA SAVE EVOLVES INTO A SAVINGS ACCOUNT WITH SUPERIOR ATTRIBUTES

After conducting a successful savings campaign through the FiestaSave promotion where National Bank of Malawi (NBM) customers were encouraged to develop a saving culture, the facility has now been evolved into a fully fledged savings account.

NBM Account Relationship Manager in the Personal and Business Banking Division Wezi Mwazani said NBM noted that it ignited and aroused its customers to embrace a saving culture and that is why they have decided to turn the facility into a permanent savings account.

"We are offering our customers a continued opportunity to continue embracing the savings culture which we started during the Fiesta Save promotion. The FiestaSave Savings Account will have superior terms compared to the normal savings account," said Mwazani.

She said the FiestaSave Savings account is ideal for individuals as well as Small and Medium Enterprises (SMEs).

"The FiestaSave Savings Account will have a minimum balance of K20, 000.00 and account holders are asked to be making monthly minimum deposits of K10, 000.00. The account will attract interest at 3 percentage points above the normal savings account and withdrawals will be at predefined intervals, once a quarter," explained Mwazani.

"The withdrawals will be done on the counter as this account will have no ATM card," added Mwazani.

She said apart from attracting no Service Fee, Standing Orders to the account will be allowed at no fee at all.

"One can also use this account as security for a loan facility," said Mwazani.

Speaking about the just ended FiestaSave promotion where customers were asked to open Fiesta Save accounts by depositing K20,000.00 every month, Mwazani said the promotion was a success and the Bank is satisfied with the response it got from its customers.

"We wanted to promote and entrench a savings culture in our customers which I am happy to note that we managed to do. We also wanted to demonstrate our appreciation to our customers and reward them for their loyalty," said Mwazani.

"The promotion gave us an opportunity to demonstrate that we can celebrate with our customers," added Mwazani.

During the promotion, three lucky customers won an all expenses paid trip to Brazil to watch the World Cup while five lucky winners won 50 inch LED screens each.

Earlier, 10 people won a fully sponsored trip to Sunbird Resorts, courtesy of NBM.



Prize presentation to one of the lucky winners

Wezi Mwazani: NBM Account Relationship Manager in the Personal and Business Banking Division



HUMAN RESOURCES DIVISION ANNOUNCE PROMOTIONS

Head of Human Resources Division Charles Dulira has announced confirmations of promotions for nine employees in the months of February and March 2014.

Dulira also announced that a total of 14 new employees joined the NBM family, nine joining in February 2014 while five joined in March 2014.

According to Dulira, Chimwemwe Chijere from Personal and Business Banking division was promoted to Grade E while Lloyd Mhone and Andrew Chimbereko from Henderson Street and Victoria Avenue Service Centres respectively were both promoted to Grade G in February 2014.

He said Charles Ulaya from Risk Division was promoted to Grade B while Abigail Madise from Operations Division was promoted to Grade D in March 2014.



Mr Charles Dulira: Head of Human Resources Division

Isaac Chirwa from Capital City Service Centre and Chikumbutso Chimphonda from administration department were both promoted to Grade G while Tuntufye Singogo from Finance was promoted to Grade F and Aaron Chirambo from Chichiri Service Centre was promoted to Grade E.

Dulira also announced new members who joined the NBM family in February namely Edwin Phiri at Henderson Street Service Centre, Tonthola Gonthi and Kasandra Ward at Victoria Avenue Service Centre, Dennis Bowa, Samuel Kalea

and Issa Mdala at Customs Road Service Centre, Emma Kamata at zomba Service Centre, Daud Mahamudu in Operations and Annie Ndacheredwa in the Cards & e-Banking Division.

The new members of staff who joined in March 2014 include Micheal Msiska at Henderson Street Service Centre, Slyvia Sambani at Victoria Avenue Service Centre, Paul Mojoo at Capital City Service Centre, Benjamin Dingaliro at Mulanje Service Centre and Memory Mkwala at Treasury (Financial Management Services).

NBM DONATES TO JACARANDA CHILDREN'S HOMES

National Bank of Malawi (NBM) on March 13, 2014 donated various food items to Roman Catholic run Jacaranda Children's Home in Blantyre which looks after orphans.

Presenting the items which included a bale of biscuits, four cartons of soap, four bales of salt and nine bales of rice, NBM Corporate Affairs Manager Annie Magola said the bank decided to help the orphans with the items as part of its corporate social responsibility.

"We are called the Bank of the Nation and we strive to be inclusive and we thought we should help the orphans because in a way they are part of us, they are part of this nation," said Magola.

She said the bank will continue helping the less privileged in all sectors saying the bank is where it is today because of public support.



"This is part of our corporate social responsibility to say thank you to the communities around us," said Magola.

Receiving the donation, one of the officials at Jacaranda Children's Home Sister Judith Mwandama thanked the bank for the donation and asked other companies

to emulate the good gesture by NBM.

Jacaranda Children's Home accommodates 48 primary school children and also supports 17 secondary school student and two college students. It has two school leavers.

KNOW YOUR BOARD MEMBERS

Most times we interact with different kind of people, some of whom are members of the board of directors for the Bank. Here we introduce to you members of the board so that you know who they are and who they represent on the NBM board.

Dr Matthews Chikaonda



Chairman of the Board and currently the Group Chief Executive Officer for Press Corporation Limited (PCL). He represents Press Corporation.

Mr. Chris Kapanga



Director and currently Group Managing Director of Old Mutual. He represents Old Mutual.

Mr. Pius Mulipa



Director and currently Group Operations Executive at Press Corporation Limited. He represents Press Corporation.

Mr. Damien Kafoteka



Director and Finance Director for Old Mutual. He represents Old Mutual.

Mrs. Elizabeth Mafeni



Director and currently she is a Group Financial Controller for Press Corporation Limited. She represents Press Corporation.

Mr. Elias J. Kambalame



Director and retired former General Manager of Reserve Bank of Malawi. He is an independent director.

KNOW YOUR BOARD MEMBERS

Mr. Don Kambalmetore



Director. He retired from Auction Holdings Limited where he served as Deputy Group General Manager of Auction Holdings Limited. He is an independent director.

Mr. George Partridge



Executive Director and our Chief Executive Officer (CEO) .

Ms Rosemary Mkandawire



Director and currently Managing Director of Toyota Malawi. She is an independent director.

Mr. Mac Fussy Kawawa



Executive Director and our General Manager and Chief Financial Officer.



Mrs Zunzo Mitole



Company Secretary and Legal Counsel

LONG SERVICE AWARDS

Zandonda Ndau wants to beat late Father's record

Kennedy Zandonda Ndau is a determined man. He is hungry for success and always strives to achieve more for himself and National Bank of Malawi (NBM) which he has served with dedication for a solid 25 years.

But he is not satisfied with his achievements for the last 25 years, he wants more. He wants to beat his late father, Winston Ndau's record who also worked for the same National Bank of Malawi for more than 30 years.

Ndau was amongst three employees who were decorated by NBM Chief Executive Officer George Partridge at a colourful ceremony which was held at NBM's Learning and Growth Centre in Blantyre on February 17, 2014.

The other two who clocked 25 years of service are Brian Bobby and Dorothy Chipula.

Zandonda Ndau who is now Team Leader Front Office at Chichiri Service Centre told Moneymail in an interview that he would like, one day, to beat his late father's record by working with dedication for bank for 'another 25 years if that is possible'.

"My late Father, Winston Ndau, was a Banker. He worked with this very same Bank for more than 30 years. He has been my source of encouragement and one day I would like to beat his record," said Zandonda Ndau.

He vividly remembers the first day he joined the Bank of the Nation.

"I remember it was on February 2 1988 at Capital City Branch as it was then. I remember that the interviews were done here at the Head Office and there were five of us who were recruited and the bosses here were telling us that we were lucky to get employment with NBM because at that time they had frozen any recruitment but they had to take us because of the various vacancies that had arisen," recounted Zandonda Ndau.

He said out of the five people who were recruited at that time he is the only one working for the bank.

"I know that two of them died and I do not know where the rest are," said Zandonda Ndau.

He said he was welcomed at Capital City Service Centre by Isaac Nsamala who later on became the first Malawi to be Chief Executive Officer.

Zandonda Ndau said he was later transferred to Southend Branch where he got inspiration from Herbert Mchere Banda.

"Herbert Mchere Banda gave me direction to take in the bank. He told me to always stick to the truth and I have been doing that and here I am 25 years later still enjoying

my job. I will always remember him for that inspiration," said Zandonda Ndau.

He was later transferred to Lilongwe Branch but it was his transfer to Karonga Branch that he nearly quit the bank.

"I was disappointed to hear that I was being transferred to Karonga. I realized that the transfer was not for me but somebody else but my name was put there because I was on holiday then. I was very disappointed and wanted to quit but I stayed on eventually and went to Karonga."

"Little did I know that it was a blessing in disguise as my life changed while I was in Karonga. Everything in my life changed, my spiritual and social life changed and I never regretted the six years that I spent in Karonga. It was an act of God," recalled Zandonda Ndau.

When a transfer to Chichiri Branch came calling he did not question it.

"The experience in Karonga made me grow. I was promoted when I was transferred to Chichiri to Supervisor on Grade E," said Zandonda Ndau.

But what was his memorable moment in

his 25 year banking career?

"When I got my first promotion to grade F at Lilongwe Branch because there were



so many capable and competent people but I realised that management saw potential in me and that gave me confidence," explained Zandonda Nda.

What about his lowest moment?

"There was job reengineering and Bank decided that all Cashiers should be upgraded to Grade G and receives almost equal salary. I had already worked for 9 years as a Cashier. It was frustrating that someone who had just started was at the same level with me who had done nine years."

"I almost quit and even attended interviews at Limbe Leaf Tobacco but what they were offering me was not all that good and after looking at the job security, I thought it was better to stay because I knew that my job was guaranteed at NBM," recalled Zandonda Nda.

He also disclosed that throughout his 25 year career, he only received one warning letter following a shortage of K100 back in 1996.

"To me this is an achievement and should be an example to others especially those who are just joining the bank," said Zandonda Nda.

But how did he manage to sail through all the 25 years despite numerous challenges he met along the way?

"I am a strong believer in God and I have been raised in a Christian family, God has a reason for anything in one's life. So for me to be where I am today, it is because God planned that way. The other reason why I managed to achieve all this is my wife. My wife has been an encouragement when am at my lowest, she is the one who keeps me going," said a proud Zandonda Nda.

His advice to those who are just joining the bank and those who are still in service and are yet to hit the magic 25 number?

"Take life in the bank as it comes, stage by stage. It does not mean that when you join the bank you will immediately have a car or own a house. Those who used tricks to get these have not kept their jobs."

"Follow bank procedures and if you put God in front, everything falls into place. Work hard, God blesses those who work hard. If you want fast riches, you will be forced to cut corners and you will not last in the Bank," advised Zandonda Nda.

He hailed NBM management for 'steering the ship so well' in the face of competition nowadays.

"When we were joining NBM, there were only two commercial banks but now things have changed and we still have our jobs in NBM despite the tough competition and all this is how NBM management has been steering the ship," said Zandonda Nda.

Zandonda Nda is married to Patricia and the couple is blessed with two boys Winston and Kennedy Junior and a girl Jacqueline Nda.

HAVE YOU THOUGHT OF WRITING A WILL?



By William Mabulekesi-FMS

When death strikes a breadwinner or a parent in a family it is naturally a traumatic and an unbearable experience that all bereaved members go through.

Once the funeral and other rites are concluded the immediate family (the one that was solely depending on the deceased for their day to day life) faces the challenge of how to cope up with the tragedy and manage it.

This is the issue to do with the inheritance of the deceased property. When there are greedy and inconsiderate relations of the deceased, coupled with other medieval practices, widows (mostly) and widowers, plus children suffer greatly after the death of their loved ones.

Cases are common where greedy relatives grab assets worse still even chase away the surviving spouse and children from their matrimonial house.

To avoid your family going through such hardships it is reasonable to plan ahead on how you want your estate to be handled so that it is protected from such immoral attitudes. This is done through leaving behind a legal document commonly known as a WILL.

A Will is a written statement containing your wishes and instructions as to how your property and assets are to be distributed after your death. It is a legal document which should be in compliance with the formalities of the Deceased Estates (Wills, Inheritance and Protection) Act.

A Will should contain, details of your possessions or assets as well as the names of the people you want to benefit from those assets upon your death. It should also indicate that the person that shall be responsible for handling the estate, legally referred to as an Executor.

The Executor may be a person or

an institution that will ensure that the instructions written in your Will are carried out (executed) according to your wish.

Specific details should be made in your Will on what properties you have and this will have to be supported by the title documents for confirmation that those properties indeed belong to you.

The Executor is only appointed through the Will and must be the person who is of sound mind and not a minor (below 21 years of age) to administer the estate.

One may also opt to appoint National Bank of Malawi's Financial Management Services (FMS) who have been providing this service for more than fifty (50) years.

Who should write a will?

The general misconception is that wills should be made by rich people. This school of thought is archaic in modern times as it is tantamount to putting your dependants at risk of losing assets to relatives and people who are not intended to inherit your assets when you pass on.

It is at that point that your immediate family members realize that while you were alive you did not put their interest at heart since you left your assets without cover so to speak.

It is therefore important to consider engaging a lawyer today to write a Will which will walk the talk while you are six feet down under.

This is the reality that we all fail to swallow for reasons best known to ourselves but exposes all immediate family members to the risk of losing your hard earned assets.

No matter how you think your assets are small in number they appreciate in value with passage of time and will cushion your immediate family members from being destitute when you depart from this world.

Leaving a Will behind is therefore the only way to protect your assets from being abused by illegitimate beneficiaries when such time arrives.

Otherwise failure to make a Will which is an authority on how the distribution of your assets should be done will result in benefits going to those you never intended to be part of the beneficiaries.

This message is for all members of staff to make a choice now or never and let your assets be plundered by unscrupulous relations after your death.

What you need to do is to engage any lawyer to draft a copy which you can deposit at FMS for vetting and thereafter keep in custody.

I DESERVED MY NBM JOB, SAYS TUNTUFYE SINGOGO

Recently Head of Human Resources for NBM Charles Dulira announced names of employees who have had their promotions confirmed by the Bank. One such employee is Tuntufye Singogo from the Finance Department who has been promoted to Grade F. MoneyMail Newsletter caught up with him to learn more; Excerpts:



Who is Tuntufye Singogo?

I was born in a family of 6 children, I am the fourth born of Mr. and Mrs L.T.J. Singogo from Karonga. I was born on November 20th 1981 and do share a birthday with the late Evison Matafale (a music Icon of Malawi) and it's not a coincidence that my birthday falls on a payday.

I am married to Laureen Mwenelupembe an old friend since my secondary school time and we are still friends till this day. With Laureen we have two kids Taonga (girl) and Ulunji (boy). She went to the same primary and secondary schools as I did so we share so much of our backgrounds. Laureen is an employee of Pep Stores.

Tell us about your work background?

After finishing my PAECM Diploma studies at MCA-Lilongwe in 2005 my first permanent employment has been at National Bank where I started on August 20th 2006 in Finance Division as a Payments clerk (Grade H), in June 2009 I was promoted to grade G (Accounts Assistant) and was shifted to Reporting section within Finance and the latest promotion to grade F keeps me on the same section (Reporting) but is an upgrade to a supervisory grade.

What is your educational background?

I did my primary and secondary school education in the northern part of Malawi- I did my primary school at Bwiba F.P. School in Karonga and then went to Livingstonia Secondary School. In 2002 I failed the University Entrance Exams and I opted for an Accountancy course with MCA from 2004 to 2005 where I came out with a PAECM Diploma. Currently I am studying for professional level of ACCA and I am hoping to finish by the end of this year or mid-next year.

What was your joy like when you landed the NBM job? Where were you working before NBM?

Before NBM I was at a temporary job at Master Bakers in Lilongwe where I was an Accounts Assistant and only worked for three weeks before picking a job with NBM. I always told myself that I deserved the job I got at NBM and was going to prove it by performance and for that I wasn't too excited about getting the new job, but my mind was automatically switched on to proving my ability to perform as I challenged the interviewers in the interview room at the Learning and Growth Centre. But I

was also feeling nervous about a new working environment and making new friends.

Briefly, how has your journey been in NBM since the day you joined?

Finance (department) has always been a great place to work in. People are very open and ready to help. I will always cherish the works and assistance of my first supervisor Dorothy Chipula who did a great job in making me understand the workflow here in Finance and the bank because of her wide experience of being in the Service Centre as well as Head Office.

Lake trips by Finance Division were always been nicest experiences where mixing with people of all levels within the Division was very easy and where I learnt much about getting closer to bosses in our Division.

How did you receive the news of your promotion?

That was great news. I expected it but not so soon.

Now that you have been promoted, what is your advice to your fellow employees who are either just joining the bank or are yet to be promoted?

As our boss (Mr A. Makanda) said it on my first promotion and even on this one "There are opportunities in the bank only if you work hard and continue with your studies"

What do you like to do during your free time?

My free time is my busiest time. I like music, I play a guitar and piano, I like movies; I have recently joined those who like watching soccer but haven't chosen a team to support yet but just love to laugh at losing teams. But the thing I love most is to play with the two kids at home; when I'm home they know its fun time.

What has working with NBM taught you in life generally?

Hard work pays. But never get too satisfied with where you are; else time will leave you behind.

Any final words you would like to share?

It has been possible because of the support of workmates and for that I'd like to express gratitude all those whom I interact with in my role for helping me reach this level and pray for such support to continue as life goes on.





Annie Magola:
Corporate Affairs
Manager

What's up?



Thyolo Service Centre

We are pleased to inform all staff that we now have a new Thyolo Service Centre whose operations started on 31st March 2014. The new service centre is along the Thyolo-Mulanje Road and a few metres from the previous centre.

The Service Centre which is under Customs Road Service Centre will continue to provide all banking services starting from account opening, taking deposits, accepting withdrawals, enquiries, ATM and many more.

It is our hope that the new service centre which has modern facilities, lots of attractions, ample customer car park and much bigger banking hall will help us to improve customer service delivery.

Staff morale too will be boosted following the new improvements.

Auto Teller Machines (ATMs)

As one way of serving our customers better and providing more efficiencies and conveniences to them by accessing their accounts without walking into the Banking Halls, 24/7, the bank has in the recent past installed new ATMs at the following sites:

Blantyre: ● Masalema PTC ● Kabula Puma ● Metro Limbe
● Lohno ILLOVO ● Kameza Petroda Filling Station
● North Gate Mall (opposite Polytechnic)

Lilongwe: ● Capital Hill ● Kafoteka Total Service Station
● Bwandilo ● KCN

Mzuzu: ● Mzuzu Shoprite ● Tutla Shop ● From Luwanga PTC to Tahiti Filling Station

With these new ATMs, the Bank has now in total about 75 ATMs across the country – Blantyre has 25, Lilongwe 22 and Mzuzu 7.

Long Service Awards 2013

Three of our colleagues clocked 25 years of continuance service in the Bank in 2013 and these are: Mrs. Dorothy Chipula, a Senior Supervisor at Chichiri Service Centre,

Mr. Brian Boby, Head of Business Process Re-engineering at Head Office and Mr. Kennedy Nda, Back Officer Supervisor at Chichiri.

In his remarks when he presented the Awards, the Chief Executive Mr. George Partridge said:

“We thank you for your commitment and dedication to National Bank. You have been here for more than 25 years, and it has been a long association with the Bank. You have witnessed the growth of the organization as well as the many changes that have taken place

in the Bank over the years.

Over the years you have not shy away from challenges.”

“You were able to seize the opportunities to seek new and better ways of doing things. You ensured that whatever projects and assignments were given to you were completed on time through self sacrifice, providing good service, using good ideas to ensure smooth operations, going the extra mile, using initiative, taking responsibility.”

All these proved that you have what it takes to deliver service of the highest standard. Through the example you set and the role you play, you motivate those around you to give of their best as well”.

Each of the recipients received K105,000 cash and a certificate.



Donation of K400,000 to Malawi Law Society

As the Bank of the Nation, National Bank of Malawi (NBM) made a donation of K400,000 towards the annual conference of the Malawi Law society (MLS) in February 2014.

Speaking during the cheque presentation ceremony in Blantyre, NBM Head of Administration Tayemu Masikini said the bank considers the work of MLS very important in the country's good governance.

“NBM appreciates that its operations can only be viable if the state and the community in which it operates are also in a viable environment. We consider that initiatives and activities of MLS are important to us because they strengthen and enhance the governance environment of the community,” said Masikini.

Fiesta Save winners receive TV Screens

Three out of five winners in the just ended Fiesta Save Promotion received their 50 inch LED screens at a ceremony that was held in Dziwe Bar in NBM Towers in Blantyre.

The three who turned up for the ceremony were Kondwani Ron Nyaleye, Maikolo Masiye and Rajan Yaghesh. The other two Andrew Thomas Malemia and Micheal Malera collected their prizes from their respective Service Centres.

Speaking at the presentation ceremony NBM Head of Strategy, Business Information and Corporate Affairs Wilkins Mijiga thanked all those that participated in the promotion for positively responding to the promotion whose main aim was to encourage the saving culture in the country.

Apart from those who won the TV screens, 10 customers won fully paid trips to Sunbird lakeshore resorts and three won an all expenses paid trip to Brazil to watch the World Cup.

OF DATA AND INTEGRATED INFORMATION MANAGEMENT SYSTEMS



By Frackson Kathibula- Risk Division

The modern world is termed the 'information age' simply because access and control of information has reached proportions never imagined before.

Just to mention but a few, Google, Facebook, and other information platforms are the modern trend.

Learning starts from the moment we are born virtually acquiring new knowledge or information about everything in life from whatever source it is coming from.

More visibly now than ever before the world currently favors those who are able to make the best decisions and choices basing on the information at hand.

Organizations require having control over the information that they possess by having it at their finger tips.

However, information does not come easy. Huge robust data collection systems and processes must be established depending on the size and complexity of the organization.

Initially, before any raw data is collected consisting of facts and figures, organizations must establish proper data collection systems which must involve designing data collection forms in line with information technology systems and the data requirements for the organization.

This should be augmented by procedures for data entry and supervision. In addition, performance indicators should be used as a measure of compliance and entrenchment of a culture of ensuring data is at the core of

...before any raw data is collected consisting of facts and figures, organizations must establish proper data collection systems which must involve designing data collection forms

business and information systems.

However, people must be aware that whatever data that they are collecting in whatever form is useful and must be collected in the correct manner making it relevant for processing to information through analysis.

Data gaps must not be allowed and data integrity must be maintained at all times through review by supervisors when keyed into the system.

The tendency of just concentrating on having new customers and not caring on capturing the customer's correct data is long gone. People must be made to learn that whatever customer data or whatever data in whatever form they are asked to collect is of utmost importance to the organization because when data is wrongly captured from the primary source it becomes difficult and expensive to correct.

This leads us to the relationship of data with integrated information management systems.

An organization will have data collected in different departments and units for its diverse functions and usage sometimes

maybe through different information technology systems.

However, all in all this data must be linked together so that any user who requires comprehensive reports from an entire organization perspective should be able to do this at the click of a button.

This means that as an organization moves from highly manual systems to information technology systems it should take into consideration that these information technology systems should be able to easily integrate and combine the data into a single system which can be the main database for the organization.

In order to have this, the organization should have a highly trained information technology team and business analysts who are able to link business information needs and system requirements.

Information technology is now a core business function since all business activities are now captured on this platform.

However, the organization should be aware of the fact that new systems will always bring in new challenges of which planning effectively to deal with these must be done properly and one of the mitigating measures is to have skilled and dedicated labour force in place at all times to be able to work around the clock.

Let us learn and adapt; otherwise we will be left behind. Welcome to the information age.

