

NBP LAUNCHED ATM POINT SERVICE

For the ease, comfort and care of NBP customers. National Bank of Pakistan (NBP) is in the process of setting up “NBP ATM POINT” which will comprise centers of 4-6 ATMs at various locations in the country, first of which was launched on 31.12.2014 at NBP Sakhi Hasan Branch. Five Star Chowarangi. North Nazimabad, Karachi, the service was inaugurated by Syed Iqbal Ashraf, President NBP. While launching the service, Mr. Ashraf said that “The Bank intends to install 1000 ATMs in 2015 making it one of the largest ATM Networks in the country and this ATM Point launched by NBP will be beneficial for existing customer, Potential customers and will also help to attract the card holders of other banks. Superior quality of service is the hallmark of ‘National’s Bank’ and in the coming months the Bank wishes to enable clients getting salary / Pension to draw the amount through ATMs at their own convenience and without coming to brick and mortar branches” He further said “The team which has worked and launched the service is felicitated and lauded their efforts in making this project a success. These ATM Points are going to be established at places convenient to public access at large. These points are being established at locations which are either in close vicinity to branches having large number of accounts or within same space / premises where a branch already exists.”

NBP is one of the largest bank which enjoys the distinction of serving in-service and retired government employees. Salary and pension accounts run into millions and most of the account holders approach branches for withdrawal of cash within first ten days of every month. This extraordinary rush sometime affects the quality of customer services. the initiative has already been taken to make

payment of pension payment through system support designed in-house by virtue of which

the visiting pensioner dose not require to bring a self-filled in pension bill / voucher as the same is being generated through system support. The Bio-metric devices shall also be installed at ATM points to capture “Thumb Impression” of any visiting pensioners and retain the same as proof of life after approval to the concerned Ministry, for continuation of pension payments.

NBP has one of the largest branch network with over 1350 branches. All of these being online. It has been realized that deployment of modern technology will enable the Bank to further improve the quality of service and would further expand the banking services horizon at the doorstep of its account holders / customers.

Assigning top priority to the project the first ATM Point site has become functional as of December 31, 2014 similar ATM points will be established at Bahawalpur, Kharian, Multan, Gujranwala, Sialkot in the first phase.

The event was also graced by Mr. Nausherwan Adil, SEVP / Group Chief, Operations Group, Mr. Khalid Bin Shaheen, SEVP / Group Chief, GHRMG & Media, Mr. Mudassar H. Khan, SEVP / Group Chief, C&RBG, Mr. M.Tariq Jamali, SEVP / Group Chief LSS&EG and other Senior Executives.