

NBOnews

NEWS AND VIEWS FROM YOUR BANK - Q1 '2022

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البنك الوطني العماني
NBO 

Opportunities



Creating value through connection

We're collaborative and resourceful, proactively finding synergies as a team that help us bring new opportunities and create value.

Direct Debit Service

Continuing to transform Oman's payments' landscape, NBO has launched its new direct debit service for corporate clients. Under the guidance of the Central Bank of Oman (CBO) and for the first time in Oman, companies can now automate their monthly payments, eliminating the need for cheques. To apply for the service, customers simply need to fill in the direct debit mandate and submit it at any branch or via their assigned relationship manager for a secure, reliable and efficient payments' experience. Meanwhile, in line with the bank's digital strategy, it is also gearing up to introduce the service digitally, through its Corporate Internet Banking platform.

NBO's direct debit service is available through CBO's fully dedicated system, which connects all of the banks in Oman, and offers a range of benefits for both large companies and SME's in a variety of industries including real estate, automotive, trading, finance, and many more. With a quick and simple registration process, immediate auto debit/ credit, and predictable planned payments that can be easily tracked, managed and controlled, customers are empowered to operate the functionality with ease and at their convenience, along with a comprehensive dashboard of their transactions.



Car Financing

The bank launches Car Finance for new and pre-owned cars with special Ramadan offers and rates starting at just 4.75%p.a. on reducing balance, valid until 31st May 2022. The bank launched the facility at a special event at its headquarters in Azaiba, which was attended by the bank's partner automobile dealerships from across Oman. Adding to its portfolio of competitive financing solutions, NBO's new car loans offer attractive rates and are extended to salary and non-salary transfer customers, Omani nationals and residents.

NBO's car finance is part of the bank's commitment to delivering hassle-free, competitive financial solutions to fit all. Processed quickly and efficiently, the bank also provides borrowers a host of benefits including flexible payment terms, additional financing, and much more. In addition, NBO has partnered with V-Kool Oman and IamJohnson to offer their customers 25% discount

Special
Ramadan offers

4.75%
p.a.

Citi Bank STP Excellence Award

Continuing to set benchmarks in the payments sphere, NBO has won Citibank's Straight Through Processing (STP) Excellence award. It's the fifth time the bank has been awarded by the organization (Citibank), which annually recognizes its best-in-class partner banks for their success in formatting foreign currency (USD) payments. In particular, the award highlights the bank's high efficiency in Treasury Payments and Commercial Payments, of which NBO managed to successfully achieve an STP rate of over 98% and over 95% respectively.



Citibank is considered the industry's premier provider of U.S. Dollar payment services, providing clearance for a vast majority of banks in the region. Its annual STP award recognizes financial institutions who have successfully built a fully automated dollar

dominated fund transfer platform through which they can process foreign transactions electronically without the need for manual intervention, thereby increasing efficiency and eliminating delays. A key component of the service is

establishing a network of global banking tie-ups. Today, NBO has created long-term partnerships and strong relationships with some of the world's most prestigious global banks, ensuring its customer confidence is never misplaced.

Lean Management Training as part of Tamkeen



Following the CEO's announcement of the launch of Tamkeen, as part of their initiatives to up-skill employees and enable them to simplify processes, the team have successfully launched the lean management training and have completed training of 5 Batches with a total of 93 participants in 2021 & 2022 and implemented a train trainer model where the first certified batch train the rest of the teams.

The team plan to train 10 more batches for 2022; with a sum of approximately 180+ participants to be trained.



Muscat Bay MOU Signing

NBO has signed a strategic partnership with Muscat Bay to provide finance facilities for buyers interested in purchasing a property within the luxury integrated development. Starting at just 4.55% for three years and 4.99% for longer, NBO's mortgage and housing loans come with easy approvals, no maximum cap and special rates on life and property insurance.

Muzn CIB App

Muzn, has added several new features to its corporate internet banking platform. Making it more convenient than ever, business users can now pay their electricity and water bills, make PASI payments and pay fees for various educational institutions across Oman, in addition to a host of other easy-to-use functions that enable them to manage their finances at their fingertips.

Muzn's leading corporate internet banking solution supports 24/7 service to corporate customers for all their banking needs, from the comfort of their office. The Wage Protection System (WPS) through allows private entities to make their monthly salary payments directly to their employees' accounts at any bank in Oman. Meanwhile, the bulk payment feature facilitates businesses to make bulk payment transfers across Oman as well as allowing government entities to make salary payments to their employees. In addition, Muzn has upgraded its foreign telex transfer feature, allowing business to make foreign transfers in USD directly through their Muzn CIB account.



Merchant App



NBO's Merchant App has proved an overwhelmingly-popular solution for businesses moving away from cash. In line with government requirements for commercial outlets and stores to offer electronic payment channels, the modern application has succeeded in providing flexible solutions to both the customer and merchant to reduce dependency on cash and manage their payments easier and faster.

Designed to suit SMEs and home businesses, the app allows merchants to receive payments simply by scanning a QR Code on the customer's mobile phone or by requesting payment from their customer, whether they are in store or shopping from home. As the first service of its kind in Oman, the Merchant App has empowered small businesses and offered entrepreneurs a seamless mobile-based payment solution using a single trusted platform to realize the potential of their enterprise and reach new markets.

NBO is the first to launch this service in the Sultanate of Oman, adding to a long history of accomplishments for the bank since its inception.

Mother's Day Souq



The National Bank of Oman organized a shopping mall event for mothers on Mother's Day in honor of them.



Football Tournament

As part of our staff engagement calendar, the bank held the first football tournament of the year. The objective of the tournament was to enhance staff engagement, create a sense of team spirit and cultivate a healthy competitive culture.



Gaming Tournament

To create an engaged work environment, the bank held a "Street fighter" gaming tournament for employees who had an interest in gaming. The tournament crowned Yousuf Al Harthi from IT as the ultimate street fighter, followed by Qassim Al Balushi from IT in second place.

Ramadhan Bake Sale

The bank held a Ramadhan bake sale to give employees the opportunity to contribute towards giving back the community. Teams from across the bank participated by selling baked goods for a minimal amount to raise funds that was given to the association of early intervention for children with disabilities.

Staff Interview

Salima Al Hashmi

Branch Manager, Khabourah branch



Q1: Introduce yourself...

My name is Salima Al Hashmi, I was born in Willayat Al Suwaiq and still live here.

I am the third born out of 10 siblings and I have always felt responsible for my family's well-being. My father was a business man and employee of the Ministry of Information and my mother is a house wife. They may not be financially rich, but they are rich in hearts.

Throughout my studies from primary school to College, I've always had satisfactory grades and although I was not part of the highest ranked in class, I got by quite well. I'm always looking for ways to develop my skills and learn new things not just in Al Suwaiq but outside the Batina region.

Q2: How can you describe your experience in NBO and the professional journey?

My professional journey started when I accompanied my father during his visits to the bank, I admired the bank employees carrying out their duties and how they were dealing with customers that is where my love for banking and dream of becoming a banker was born. Subsequent to graduation, I wasted no time and applied for a job in NBO. I didn't believe my luck when I received a call informing me that I was accepted and was invited to complete the evaluation process, for which I successfully completed and started with a basic banking training for new joiners.

After completion of the course, it was time for me to be assigned to the practical life and to implement what I've been taught. I was posted in Musnaa branch, it was not an easy experience at the beginning, however, with determination I was able to manage and learn the branch responsibilities quickly, from customer service, to loans to cashier responsibilities.

With time, my performance was noticed and was talking on my behalf. I was transferred to the newly opened branch at Suwaiq and was given a chance to become an Assistant Branch Manager. Although the ABM business expectation was limited, I continued my mission to support the branch in terms of achieving the business targets as well ensuring the controls are also managed in a professional manner. And after few years, I was trusted to

handle the full branch as a branch Manager of Suwaiq branch, and then I was eventually moved to the Khabourah branch.

Q3: How do you improve your Work-Life Balance Today & what the advice you can provide to balance both work & personal life?

I believe balance is not something you find, it's something you create. When your work and personal life is out of balance, it can cause stress.

I was diagnosed with Multiple sclerosis (MS) in 2014, this is a rare and challenging disease which has no cure, and some time I find it very difficult moving or even driving. Despite the difficulties that come with the disease I have not surrendered, and worked hard in managing my work and personal-life, I perform my duties as branch manager, meeting the set goals and motivate and encourage branch staff to achieve targets and provide support to reach those goals, but also after work, I engage in relaxing physical activities such as walking on the beach, spending time with my mother, I find time to have a quick conversation with my brothers and sisters, and not to forget time for prayers and reading.

Finally, I have found throughout my 20 years professional experience that consistency pays off and work and life-balance is a significant factor in our wellbeing. I believe people should strive to improve their life and be the best they can ever be regardless of how impossible the task may be.

GM Connect

Continuing efforts in unlocking opportunities as one and creating value through connections, the Tamkeen team launched the first GM connect session in Q1. The session was led by Sulaiman Al Lamki the Chief Risk officer with members of the retail team where they had a casual conversation exchanging knowledge and best business practices.





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