

BOY 2020

Amidst a year full of uncertainties and worries, we have made a remarkable achievement for 3rd time in four years- the BOY 2020. As The Banker Database puts it- “The difficult operating environment makes this year’s winners in The Banker’s Bank of the Year Awards even more deserving of the Bracken trophy.”

HEADING THE DIGITAL WAY

Omnichannel Launch

With a view to offer a seamless interconnection of digital personal channels, NMB Bank has launched for the first time in Nepal NMB Omnichannel. A platform that allows a single interface in both mobile and desktop devices, wherein customers can transact core banking transactions apart from the conventional online banking services currently in offering, what’s more one will experience the same ‘look and feel’ in interface in both mobile and the web.

Omnichannel is an end-to-end process that systemizes the bank’s overall operations resulting in increased transparency, error free environment and a better work life balance for staff. What actually defines customer convenience is that, Omnichannel enables a host of core banking activities via mobile and internet banking, which currently requires customers to visit the bank.

Customers need to visit the bank only as required by the policy of the regulator while for the rest of the services the transaction can be done from anywhere else.

PRODUCTS

Social Onboarding