

NOUVOBANQ SIMBC

PUBLICATION INFORMATION MANUAL

**Prepared in terms of Section 53 of the Promotion of Access to
Information Act 2018**

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1. List of Acronyms and Abbreviations

NB: please insert relevant acronyms and abbreviations

1.1	“HOIH”	Head of Information Holder
1.2	“IC”	Information Commission
1.3	“IO”	Information Officer
1.4	“ATIA”	Access to Information Act

2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

1. Check the nature of the records which may already be available at Nouvobanq, without the need for submitting a formal ATIA request;
2. Have an understanding of how to make a request for access to a record of Nouvobanq.
3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
4. Know all the remedies available from Nouvobanq regarding request for access to the records, before approaching the information commission;
5. The description of the services available to members of the public from Nouvobanq and how to gain access to those services;
6. A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;
7. If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subject and of the information or categories of information relating thereto;
8. Know if Nouvobanq has planned to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and
9. Know whether Nouvobanq has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information, which is to be processed.

3. Establishment of Nouvobanq

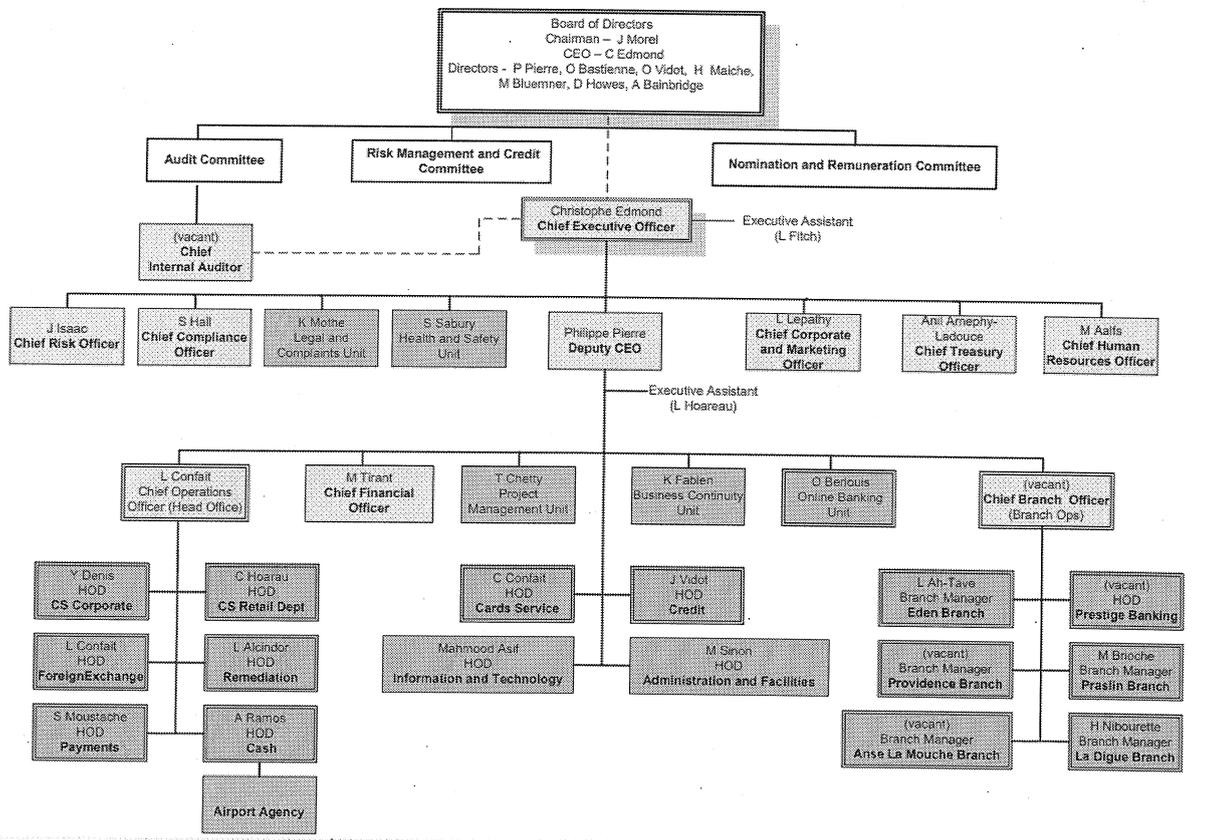
Nouvobanq was founded in 1991, as a joint venture between the Government of Seychelles and Standard Chartered Bank. The Bank is licensed by the Central Bank of Seychelles (CBS) and is classified as one of the top three local banks. The Bank is 78% owned by the Government of Seychelles and 22% by Standard Chartered Africa PLC. Nouvobanq’s main bank offerings are to the Corporate and Retail market segments, with services spanning over Cards, Foreign exchange, Payment services, Credit facilities and Cash.

3.1. Objectives / Mandate

To continuously provide excellent service to customers through modern digital banking solutions in both Retail and Corporate, and to successfully acquire new customers through attractive and competitive products and services.

4. Structure of Nouvobanq and its Functions

4.1. Structure



4.2. Functions

Chief Executive Officer (CEO)’s Secretariat
 Deputy Chief Executive Officer (DCEO)

Human Resources (HR)
Finance
Audit
Risk
Compliance
Legal
Corporate Affairs and Marketing
Information Technology
Operations
Cards
Corporate
Credit
Treasury
Foreign Exchange (FX)
Remediation
Online/Internet Banking
Retail
Cash
Admin and Facilities
Victoria. La Digue, Praslin and Eden branches

5. Key contact details for Access to Information of Nouvobanq

5.1 Information Officer

Name: Laurie-mae Lepathy-Ansah
Tel: 4293004/ 2560087
Email: lauriemaec@nouvobanq.sc

5.2 Head of Information Holder

Name: Laurie-mae Lepathy-Ansah
Tel: 4293004/ 2560087
Email: lauriemaec@nouvobanq.sc

5.3 Head Office Contact

Postal Address: Nouvobanq House, Rue de la Possession, Victoria, Mahe
Physical Address: Nouvobanq House, Rue de la Possession, Victoria, Mahe
Telephone: 4293000
Email: nvb@nouvobanq.sc
Website: www.nouvobanq.sc

6. Description of all remedies available in respect of an ATIA or failure to act by Nouvobanq

- Social media platform
 - Company website
 - Newspapers
1. Manuals referred to in subsection 53 (1) shall include the categories of information that the information holder will proactively disclose and those which will be made available only through the formal request process.
 2. The information manual shall, together with the information required in subsection 53 (2), include the following information about the information holder:
 - a) A description of the structure and its functions, powers and duties;
 - b) Physical and electronic contact details of the Information Officer (IO) and the head of the information holder;
 - c) The guidelines developed by the Information Commission (IC) under section 51(2);
 - d) A description of any arrangement or provision for a person to make recommendations or to otherwise participate in the formulation of policy or the exercise of powers or performance of duties by the information holder;
 - e) A description of remedies available in respect of an act or omission by the information holder; and
 - f) The manner of payment of any reproduction fees, and transcription fees.
 3. An Information Holder shall —
 - (a) update and publish its information manual whenever material changes to the information therein occur, but at least every 2 years, and;
 - (b) submit the updated information manual to the IC.

7. Categories of records of Nouvobanq which are available without a person having to request access

- The Financial statements published in the papers and the Nouvobanq website and official gazette
- The Financial Report published on the website
- Abandoned properties in the papers
- Tariff guide in the newspapers and the website
- Foreign Exchange Information accessible daily via screens at branches and on the Bank's social media pages

NB: Please specify the categories of records of the body, which are available without a person having to request access in terms of this Act, types of document and how document can be accessed. These are mostly records that maybe available on website and a person may just download or request telephonically or by sending an email or a letter. Below is the template that can be used.

Categories	Document Type	Available on website	Available upon ATIA request
Strategic Documents (Plans and Reports)	<ul style="list-style-type: none"> - Strategic plan - Financial statements - Annual Report 	<p style="text-align: center;">X X</p>	

8. Services Available to members of the public from Nouvobanq and how to gain access to those services.

- The aforementioned functions all provide different types of services or products.
- From the communications side customers can contact Nouvobanq via:
Email: nvb@nouvobanq.sc
Email: corporateaffairs@nouvobanq.sc
Phone: 4293000
The website: www.nouvobanq.sc
The Complaints department: complaints@nouvobanq.sc
Online/ social media - Facebook, Instagram, LinkedIn @ SIMBC
Leaflets and brochures
Information provided via public videos online and outside screens

8.1. Services available

NB: Please describe how the public can access those services. If there is any guide or booklet that provides sufficient information on the services available to the body, please also provide the link to the said guide or booklet.

As above

9. Public Involvement in the formulation of policy or the exercise of powers or performance of duties by Nouvobanq.

NB: Please specify how the public can participate in or influence the formulation of policy or the exercise of powers or performance of duties, by the body.

There is no mechanism for this at the moment however the Bank runs a customer survey every 6 months to gather customer feedback and the Bank act upon requests from customers.

10. Availability of the Manual

This Manual is made available in the following official language -

English

A copy of this Manual or the updated version thereof, is also available as follows-

1. On www.nouvobanq.sc;
2. As a hard copy version at the Nouvobanq head office for public inspection during normal business hours:
3. To any person upon request
4. To the information Commission upon request

11. Updating of the Manual

Nouvobanq will, if necessary, update and publish this Manual annually.

Issued by:

LAURIE-MAE LEPATHY-ANSAH

Information Officer

Jan 29 2024

Date



DocuSign

CHRISTOPHE EDMOND

Jan 29 2024

Head of Information Holder

Date


DocuSign



OFFICIAL STAMP

