



MiBank extends mobile banking to rural areas



TONY Westaway
Chief Executive Officer
Nationwide Microbank Limited

MiBank first deployed its MiCash Mobile wallet in 2011 and has over time has built a loyal following of mainly rural customers who use the MiCash mobile wallet to do their banking.

To service these customers, MiBank has a network of 16 branches and in excess of 500 Agents throughout PNG who provide deposit and withdrawal transactions from their client's mobile wallets. These mobile wallets are bank accounts which can be accessed from the mobile

phone. Apart from deposit and withdrawals MiBank's clients can undertake a number of other transactions using their MiCash mobile wallet. These include balance check, mini-statements, airtime top-up, speed loans, superannuation payments, merchant payments, Instant Payment Transfers to selected financial institutions, and domestic remittances within PNG. MiBank's CEO Tony Westaway stated "an indication of the acceptance of the mobile money by rural communities is that in 2023 more than two million transactions occurred through MiCash Mobile Wallets."

MiBank Agents are often comprise mixed businesses and trade stores in rural areas, but they also include district offices, local women community groups, farming co-operatives, commodity buyers. MiBank Agents receive commission for assisting with the deposit and withdrawal transactions that occur through the use of a mobile phone, and in addition provide some digital literacy training to customers.

More information regarding MiBank products and services can be found at www.mibank.com.pg or call their Call Centre on Digicel 16789 (free call).

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- 2 Choose to Book, Confirm, or Cancel an appointment.
- 3 If you selected Confirm, then specify the purpose of your visit.
- 4 Select your preferred appointment date, either Morning or Afternoon.
 - Choose a time slot within your selected shift.
 - Provide your first and last name.
 - Appointment confirmed!
- 5 Visit the branch and be served at your appointed time.

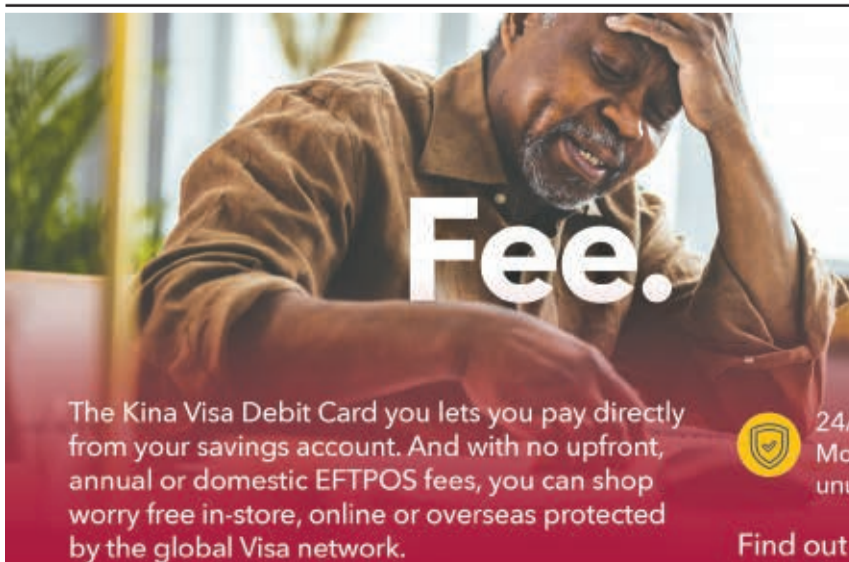
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