

Reduction of Claim Resolutions TAT

Claim Resolution turn around time between M-NET member banks has been reduced considerably due to the new procedure introduced. The process is now in electronic form as opposed to the hard copy format which was followed earlier.

In the next stage the same process will be applied to the claim resolution procedure between M-NET Switch and I-Link.

July' 07 figures for both ATM Switches' average resolution timeframes provided below clearly depicts the effect of this automated procedure.

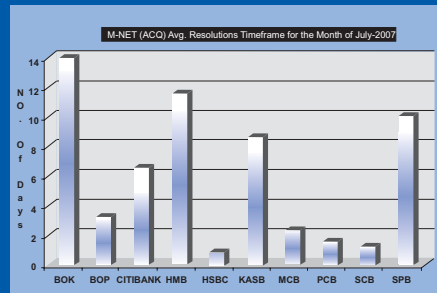
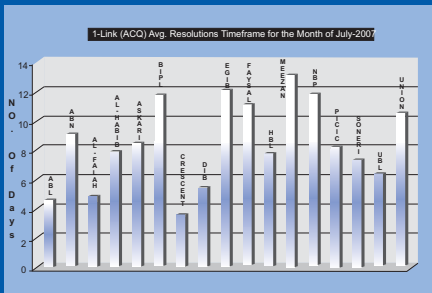
M-NET SWITCH = 3.8 Days
I-LINK SWITCH = 6.7 Days

The timeframe provided by State Bank of Pakistan for claim resolution is that of 07

days. In order to reduce TAT we should play a more active role to fulfill the above requirement.

Currently both switches are performing weekly Inter Switch Force Debit Settlement Exercise, but they do not fulfill the SBP mandate. However individual cases might take longer than this to settle as per the process being followed. A possible suggestion in this regard might be to change the current practice of Inter Switch Weekly Force Debit Exercise to every claim aging beyond (07) days will be debited to Acquirer Bank/Switch against the Force Debit Settlement. The above suggestion will result in further improvement of Service quality for the ATM user.

The above practice will be effective from September 01, 2007. We hope that the member banks will adhere to the above guidelines and join hands with M-NET Switch to further improve resolution TAT as we have an edge over the other Switch.



Tip of the Month

An ATM's appearance can make or break an ATM's transaction volume. The way an ATM looks is, in many ways, just as important as the way it feels to the user. Deployers want to grab attention with toppers and ATM signage. And users want to transact with ATMs that are clean, modern and secure.

News Around the World

The Gulf Cooperation Council (GCC) States have accorded high priority to establish a single ATM network linking all the GCC National Switches. The GCC NET offers numerous features while keeping up with international standards of similar networks. With the fixed exchange rates between the GCC members' currencies, members' accounts are settled in the currency of each member without the need for a non-GCC intermediate currency.

GCC NET Members:

- Kingdom of Saudi Arabia - (SPAN).
- State of Kuwait - (KNET).
- Kingdom of Bahrain - (BENEFIT).
- State of Qatar - (NAPS).
- United Arab Emirates - (UAE SWITCH).
- Sultanate of Oman - (Oman SWITCH).



News & Events

Joint Promotion with KASB Bank/M-NET

M-NET Business team has launched a joint promotion scheme with member banks. The purpose of this promotion is to promote M-NET as a brand and various features available on the switch.

Our very recent endeavor is the promotion of Utility Bill feature on KASB Bank's ATMs. The promotion skin which has been designed by MCB marketing services will help create recall in the minds of customers.

Since utility feature is not available with other member banks we are also

discussing with them the option of standardized ATM Kiosks signage.

KASB Bank will have this branding in all of their 18 existing ATM Kiosks and 12 upcoming ATMs.



Did You Know?

Approximately 59 billion ATM transactions take place every year worldwide. The Automated Teller Machine (ATM) is the perfect way to communicate with your customers on their chosen channel.

ATMS Counters: 574