



Bank of the Year, ASIA 2021
Bank of the Year, Nepal
2017, 2018, 2020 & 2021

Dear Valued Customer,

Welcome to the NMB Bank family! We are delighted to inform you that your new NMB card is ready, offering you a seamless experience and valuable benefits.

Your new Visa card features advanced EMV security to protect your transactions. To help you use your card safely and effectively, please take a moment to review these important points:

- **Secure Your Card:** Treat your card with the same care as cash. Do not leave it unattended.
- **Protect Your PIN:** Memorize your Personal Identification Number (PIN). Never write it down or share it with anyone.
- **Keep Card Details Private:** Never share your card number, expiry date, or CVV code with anyone, including individuals claiming to represent the bank. Bank will never ask for this information.
- **Be Aware of Fraud:** Exercise caution with unexpected calls, emails, or letters requesting your financial or personal information. If you suspect any fraudulent activity, please contact us immediately at the numbers below.

For any questions, assistance, or to report a lost or stolen card, please contact our dedicated customer support team at Phone: 9851176101 or (01-5970152). Our support center is available 24/7 to help you with any queries related to your NMB Visa card.

You can also find the latest and more detailed information about your NMB Visa card on our website: <https://www.nmb.com.np>

We are committed to providing you with excellent service and a smooth banking experience. We encourage you to explore the many features and advantages your new card offers.

Thank you once again for banking with NMB Bank. We look forward to a long and successful relationship with you.

Please note: All fees and charges related to the issuance and use of your card are outlined in the Standard Tariff of Charges (STC) available on our website.

Sincerely,

Digital Product Operations NMB Bank

Receipt/Use of your card is implied confirmation that you have read and understood the Terms & Conditions of card usage stated in the card application form and your unconditional agreement to abide by them.

While we will always strive to reach out to you personally to advise you of changes to transactional limits and applicable charges, in event of personal communications not being feasible, all relevant information/notices will be accessible on the NMB Website.