

ISSUE 05

JANUARY 2026

# THE BANK BIC

## BULLETIN

HAPPY  
NEW YEAR

### INSIDE THIS EDITION

- Leading with Purpose into 2026.
- 2026: Building on Trust. Moving with Purpose.



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**BankBIC**





**Mauro Rogerio**  
**Acting Chief Executive Officer**

As we welcome the New Year, I would like to take this opportunity to reflect on our journey as an institution and to share my optimism for the year ahead.

The year 2025 reminded us that banking is, at its core, a business built on trust, resilience, and people. Despite a challenging and ever-changing operating environment, Bank BIC continued to serve its customers with commitment, integrity, and professionalism. This would not have been possible without the dedication of our employees across all branches and departments. Your collective effort remains the backbone of our success.

As we enter 2026, we do so with clarity of purpose and confidence in our direction. Our focus remains firmly on strengthening customer trust, enhancing service delivery, embracing responsible innovation, and supporting economic growth within the communities we serve.

These priorities are not new—but our commitment to executing them with excellence is stronger than ever.

## **LEADING WITH PURPOSE INTO 2026**

The year ahead presents opportunities to improve how we operate, how we engage with our customers, and how we grow as an institution. It also calls on each of us to take ownership of our role in shaping the Bank's future. Every interaction, decision, and action matters.

I encourage all employees to approach 2026 with renewed energy, accountability, and pride in being part of Bank BIC. Together, we will continue to build a Bank that is trusted, forward-looking, and deeply rooted in the values that define us.

I thank you for your dedication and wish you and your families a prosperous, healthy, and successful New Year.

Let us move forward together with purpose.

— Mauro Rogério, Acting CEO, Bank BIC Namibia



Magnolia Lawrence  
**Marketing Manager**

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## ***Letter from the Editor***

Dear Readers,

Welcome to the 5th issue of the Bank BIC Bulletin!

Happy New Year! As we welcome 2026, this edition is all about fresh beginnings and renewed ambition. Inside, you'll find stories of growth, innovation, and the human spirit that drives Bank BIC forward.

We reflect on the milestones of the past year, explore what's ahead, and share insights to inspire our readers to make this year truly remarkable. Let's embark on this journey together, turning challenges into opportunities and ideas into reality."

Thank you for reading, and I hope you find this issue both insightful and engaging.

Warm regards,

Magnolia



*Expertise you need.*  
***Service you deserve.***





# 2026: Building on Trust. Moving with Purpose.

As the calendar turns to a new year, we are reminded that progress is not defined by dates alone, but by the choices we make, the values we uphold, and the consistency with which we serve our customers and communities.

The beginning of 2026 offers Bank BIC an important moment to pause, reflect, and refocus. It is a time to acknowledge how far we have come, to appreciate the collective effort that carried us through the past year, and to recommit ourselves to the purpose that guides everything we do: being a trusted financial partner to the people and businesses of Namibia.

## Reflecting on 2025: A Year of Resilience and Learning

The year behind us tested institutions across the financial sector. Changing economic conditions, evolving customer expectations, and rapid technological shifts required agility, discipline, and unity. Through it all, Bank BIC remained steady.

What stood out most in 2025 was not only our performance, but our people. From frontline teams engaging customers daily, to support departments ensuring smooth operations behind the scenes, every contribution mattered. We adapted, we learned, and we continued to deliver services rooted in professionalism, integrity, and care.



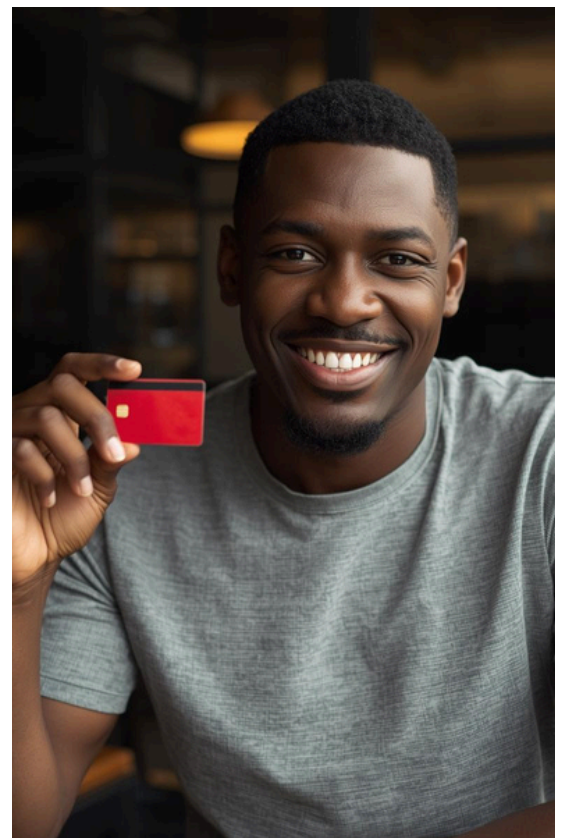
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 **Bank BIC**  
Growing together



## One Bank, One Team, One Direction

The strength of Bank BIC lies in unity of purpose. While our roles may differ, our direction remains the same. Success in 2026 will depend not only on strategy, but on how we show up for one another, how we communicate, and how we live our values daily.

Let this year be marked by ownership, innovation, and pride in the work we do. Let us challenge ourselves to think smarter, act faster, and serve better, always with integrity at the centre.



# 2026: Building on Trust. Moving with Purpose. (continued)



*Expertise you need.*  
**Service you deserve.**



## **Our Focus for 2026: Clear Priorities, Shared Purpose**

As we step into 2026, Bank BIC does so with clarity and confidence. The year ahead is guided by a renewed focus on five key pillars:

### **1. Trust as Our Cornerstone**

Trust is the currency of banking. It is earned through transparency, ethical conduct, and consistent delivery. In 2026, we reaffirm our commitment to safeguarding our customers' interests, protecting their data, and upholding the highest standards of governance and compliance. Every interaction—no matter how small—must reinforce the confidence our customers place in us.

### **2. Customer-Centred Service Excellence**

Our customers' needs continue to evolve, and so must our approach. This year, we sharpen our focus on delivering seamless, responsive, and personalised banking experiences. Whether through branch engagement, digital platforms, or relationship management, our goal is simple: to make banking with Bank BIC efficient, accessible, and human.

### **3. Digital Progress with Purpose**

Innovation is not about technology alone—it is about impact. In 2026, we continue to invest in digital solutions that improve convenience, strengthen security, and enhance operational efficiency, while ensuring no customer is left behind. Progress must be inclusive, practical, and aligned with real customer needs.

## **4. Supporting Growth and Financial Inclusion**

Bank BIC remains committed to playing a meaningful role in Namibia's economic development. From supporting SMEs and entrepreneurs, to empowering individuals and families with financial solutions that enable stability and growth, our work contributes to broader national progress. Banking is not just about transactions; it is about transformation.

## **5. Investing in Our People**

Our employees are our greatest asset. In 2026, we continue to prioritise professional development, collaboration, and a culture of accountability and respect. When our people grow, the institution grows. Every role at Bank BIC contributes to the bigger picture, and every employee has a part to play in shaping our success.

## **Looking Ahead with Confidence**

A new year does not erase challenges, but it does offer opportunity. Opportunity to improve, to lead by example, and to strengthen the trust that defines Bank BIC.

As we move forward together, let us carry into 2026 a shared commitment to excellence, responsibility, and purpose. Every decision we make today shapes the Bank we become tomorrow.

Here's to a year of momentum, growth, and continued trust. **Welcome to 2026.**



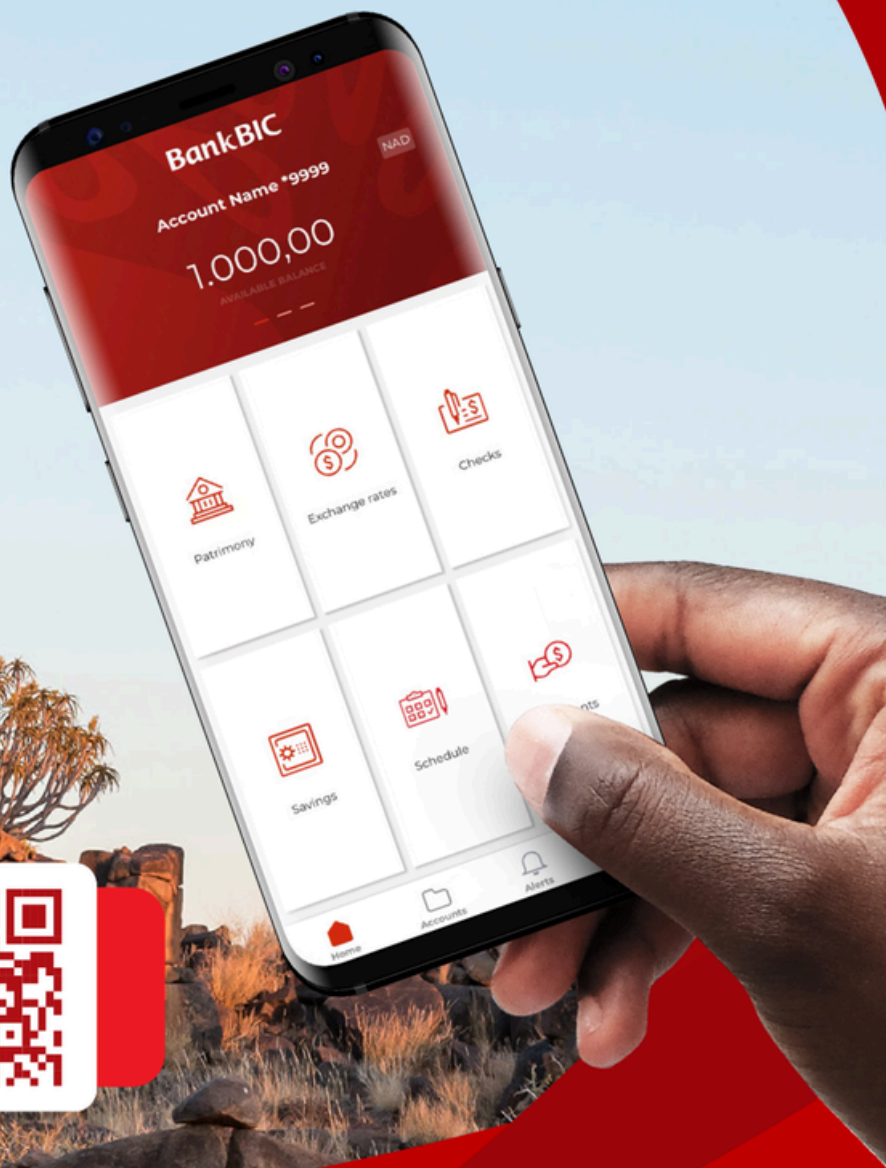


# BankBIC

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As a commercial bank licensed by the Bank of Namibia, Bank BIC offers seamless transactional accounts, reliable VAF, and everyday financial solutions tailored for you.



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**Branches:** Ausspannplatz, Prosperita, Walvis Bay, Ongwediva and Rundu.

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[info@bankbic.na](mailto:info@bankbic.na) +264 (0) 83 330 9000



## Career Opportunities at Bank BIC Namibia

A career opportunity has been identified at Bank BIC Namibia Limited. Suitably qualified, highly analytical and detail-oriented individuals are invited to apply.

### BANK TELLER - RUNDU BRANCH

#### Job purpose

To deliver exceptional customer service by efficiently processing banking transactions and providing accurate financial information.

#### Key responsibilities:

- Ensure effective and efficient execution, control and record keeping of all related frontline administrative activities in compliance with the Bank's policies, procedures, rules and regulations.
- Assist customers with account-related questions and process deposits, withdrawals, and payments, accurately, in compliance with the Bank's zero cash handling discrepancy expectation.
- Promote and cross-sell bank products and services to meet customer needs.
- Calculate and keep record of daily transactions and daily balancing of the cash drawer.
- Promote bank products and services, and identify customer needs, and refer them to appropriate bank services.
- Operate banking software and other technological tools efficiently, and report related technical issues.
- Ensure effective and efficient execution of internal processes and procedures in line with the Bank's policies and procedures.
- Perform other duties as assigned by Branch Manager.

#### Core competencies:

- Proficiency in using banking software and technology.
- Excellent communications and interpersonal skills.
- Professional, friendly and customer focussed.
- Strong numerical skills and detailed oriented.
- Work effectively in a team-oriented environment.

#### Key requirements:

- Grade 12 with a minimum of 25 points and a minimum of 2 years' Teller/Banking experience.
- Banking sales experience is a prerequisite.
- Good communication skills in English.
- Must be willing to work every second Saturday.
- Computer literate.

#### BANK BIC NAMIBIA LIMITED IS AN EQUAL OPPORTUNITY EMPLOYER

Resumes accompanied by relevant qualifications can be emailed to  
**HR@bankbic.na**  
with the subject line "Bank Teller \_ Rundu Branch"

**CLOSING DATE: 15 JANUARY 2026**

(ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED)



Effective 30 December 2025

Prime Rate: 10.125 % ➡ 10 %

Home Loan: 11.125 % ➡ 11 %



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