

New Year, Improved Moves

Meet the Payments Team



Featuring **Mrs. Desrene Braham-Johns**
Acquiring Senior Supervisor,
Merchant Success

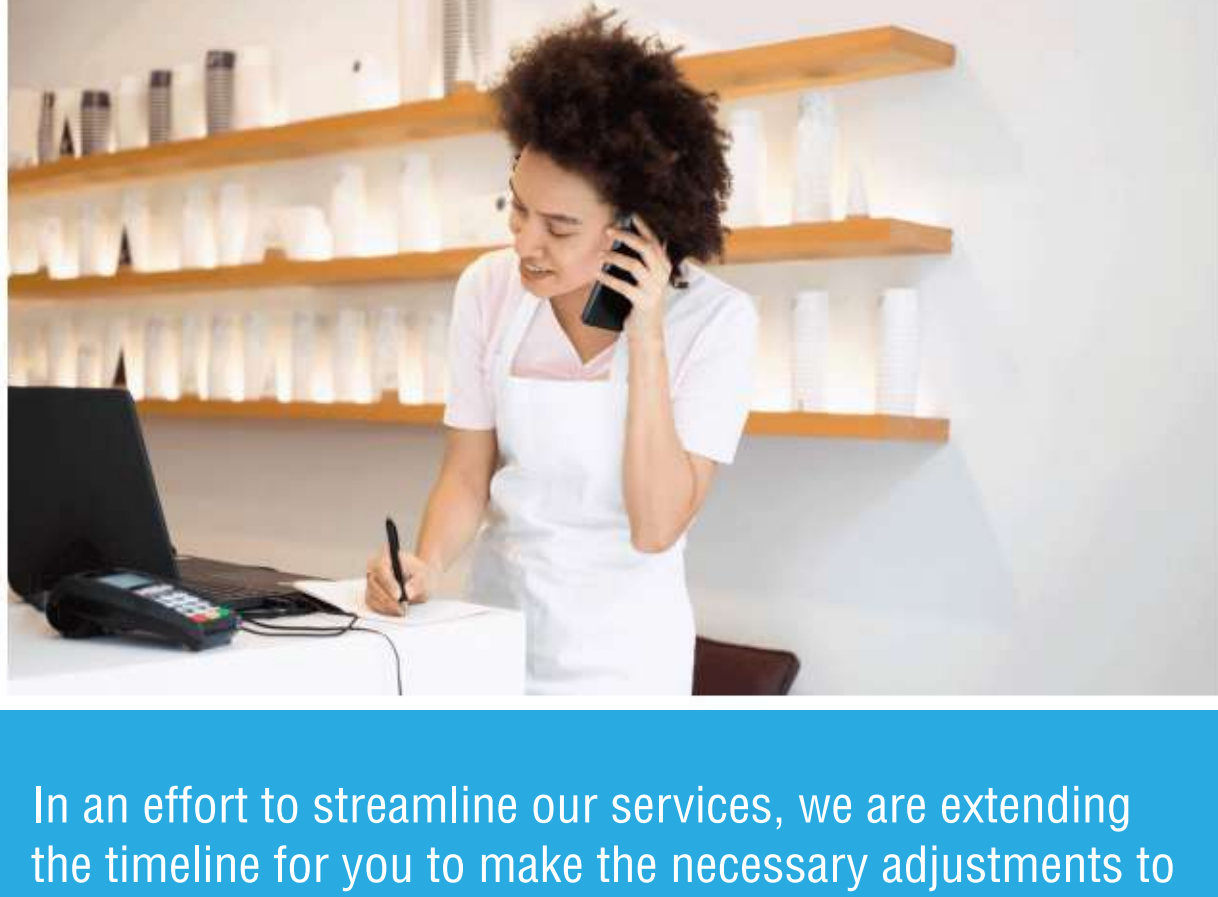
- ▶ **Responsibility:**
Issues resolution and problem management specific to merchant services, challenges, and complaints.
- ▶ **My Passion:**
Uncompromised work ethic and a high standard of service to both internal and external customers.
- ▶ **For Fun:**
Defining what "fun" is for me, is still a work in progress.
- ▶ **Favourite Quote:**
"Anything worth doing, is worth doing well".

To Connect with **Mrs. Desrene Braham-Johns** email her at brahamdj@jncb.com

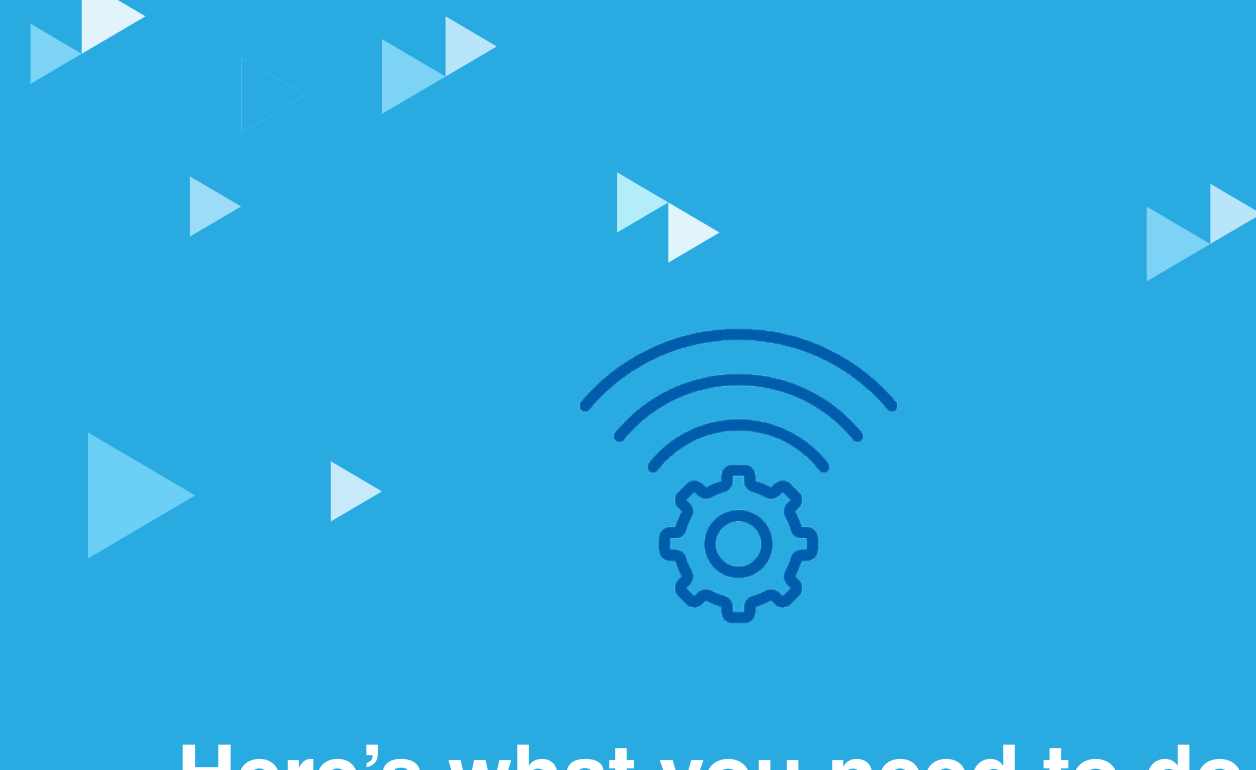
Merchant Corner

Stay in the Know

Discontinuation of Dial-Up Connectivity



In an effort to streamline our services, we are extending the timeline for you to make the necessary adjustments to your locations to facilitate Ethernet connectivity for your terminals. Therefore, if you still utilise Dial-Up Connectivity on your POS terminal, we encourage you to take the necessary steps to change this. This will ensure a seamless transition and prevent disruptions when Dial-Up Connectivity is discontinued.



Here's what you need to do if your terminal currently uses Dial-Up connectivity:

- 1 **Set up an IP (Ethernet) port at your business location.** Ideally, this should be within close range to where your terminal is stationed.
- 2 **Purchase an IP (Ethernet) cable and connect your POS Terminal to the port.** We recommend a cable length between 3ft and 7ft, but this would vary based on the location of your internet port, relative to the desired location of your POS terminal.

Product Enhancements

NCB ePOS App Update

To enhance your user experience, we have made improvements to streamline your transactions and overall app performance.

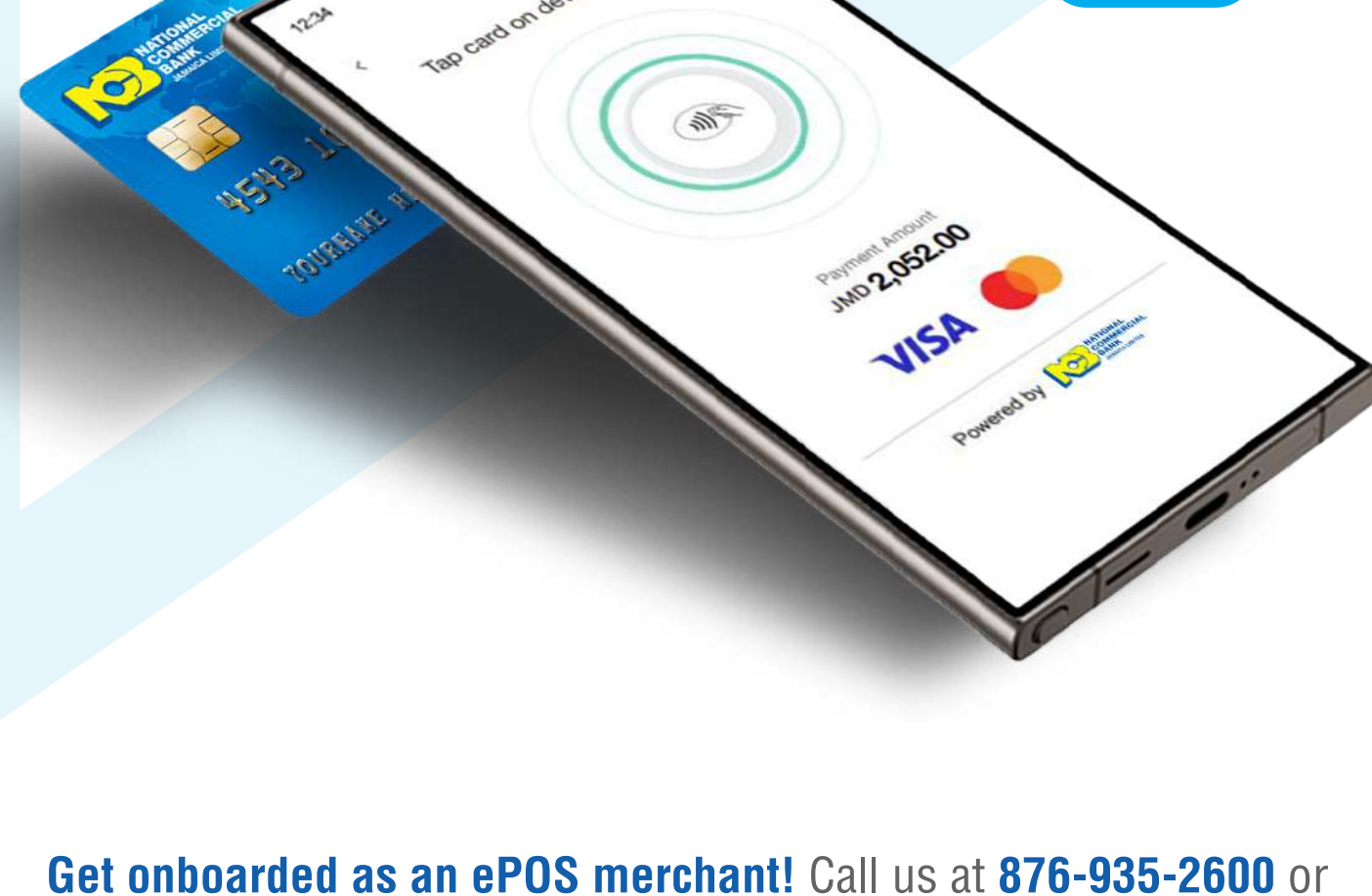
ePOS App Updates Include:

- ▶ Resolution of tablet view issues
- ▶ Resolution of transaction error messages
- ▶ Default currency set to JMD instead of USD

To update the app, please visit the app store on your Android device and follow the prompts:

- ▶ Open the Google Play Store app.
- ▶ At the top right, tap the profile icon.
- ▶ Tap **Manage apps & device**, then tap **Manage**.
- ▶ Tap **Updates available** and a list of all apps with updates available, including **NCB ePOS App**.
- ▶ Tap on the **NCB ePOS App** icon and select **Update**.

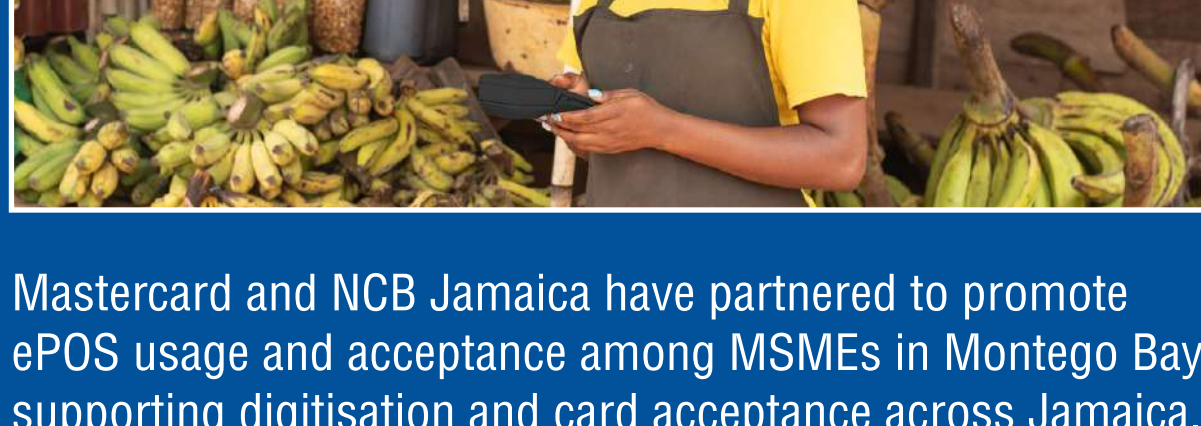
You can then proceed to open the app from the Play Store by selecting "Open" or by tapping the **NCB ePOS** icon from the home screen of your device.



Get onboarded as an ePOS merchant! Call us at **876-935-2600** or email ncbinfo@jncb.com to get signed up! For more information visit <https://www.jncb.com/epos/>

What's New?

Mastercard ePOS collaboration Campaign



Mastercard and NCB Jamaica have partnered to promote ePOS usage and acceptance among MSMEs in Montego Bay, supporting digitisation and card acceptance across Jamaica. Through this collaboration, 650 businesses will gain valuable tools to attract both foreign visitors and local customers, enhancing their operations and reach.



- 1 **More Ways to Earn**
Montego Bay, Jamaica's tourism hotspot, is now even more accessible for customers. With ePOS, foreign visitors and local patrons will experience faster, hassle-free, cashless payment experience, ensuring seamless transactions every time.
- 2 **Tap on Phone Technology**
The NCB ePOS payment solution provides a fast, simple and secure way to accept transactions. NCB, in collaboration with MasterCard, aims to provide merchants with the right tools and knowledge on the use of ePOS. This partnership is a stepping stone towards financial and digital literacy.

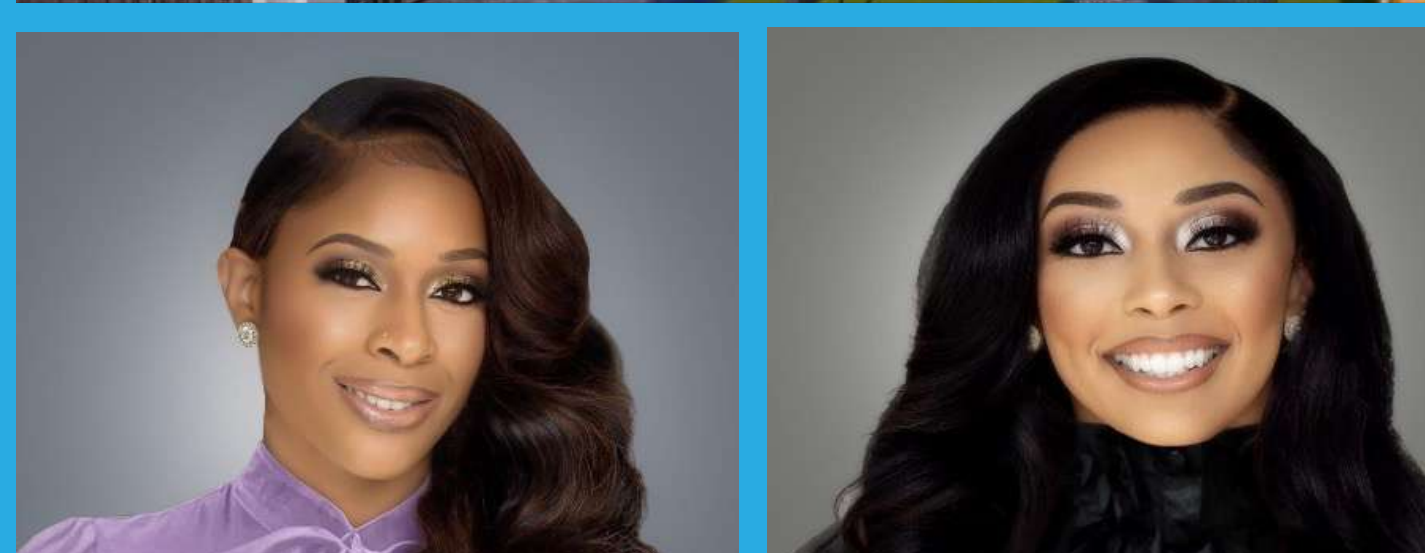
Pilot's main goals are to:

- Digitize Jamaica's Payments Ecosystems
- Boost Card Acceptance in the Island
- Increase NCB Brand Awareness
- Promote Financial Inclusion

Dinner in the Sky

Merchant Feature – Dinner in the Sky Jamaica

Set to open in Negril, Jamaica in the Spring of 2025, Dinner in the Sky Jamaica is poised to redefine dining experiences with its unique and thrilling concept. As Jamaica's first sky-dining restaurant, it will offer an unforgettable blend of culinary excellence, premium hospitality, and cutting-edge entertainment. Operating seven days a week, 365 days a year, this highly anticipated attraction is set to become a must-visit destination for locals and tourists alike.



Samantha Ksloir (left) Chief Operating Officer and Krystal Ksloir (right) Business Partner of Dinner in the Sky Jamaica

Why is it special?

This all-inclusive event merges fine dining, cutting-edge Virtual Reality Entertainment, and the thrill of being suspended high above the ground, creating a once-in-a-lifetime adventure for locals and visitors alike. This offers:

- ▶ **Sky Dining Adventure**
 - Dine at an altitude of 45 meters (approximately 148 feet) above the ground.
 - Accommodates 22 guests per session.
 - Enjoy a gourmet menu crafted by top-tier chefs.
- ▶ **Unlimited Premium Drinks**
 - Indulge in a variety of premium cocktails and beverages before and during the experience.
- ▶ **Spectacular Views**
 - A panoramic vista of Jamaica's natural beauty, perfect for unforgettable moments and Instagram-worthy shots.

Dinner in the Sky is a 3-hour long event. Guests are advised to arrive 1 hour before their reservation to maximize access to pre-event amenities. The elevated dining experience will be an additional hour with the post-dining experience, allowing time for guests to relax and enjoy the setting.

The NCB Merchant Experience

As a valued NCB merchant for two years, Dinner in the Sky Jamaica has benefited from outstanding service and support. They particularly commend their Senior Sales Representative, Omari Walters, for his outstanding support, regular check-ins, and dedication to ensuring their needs are met while they work towards opening. As a result, they are extremely satisfied with the superior level of service being provided.

How to contact Dinner in the Sky:

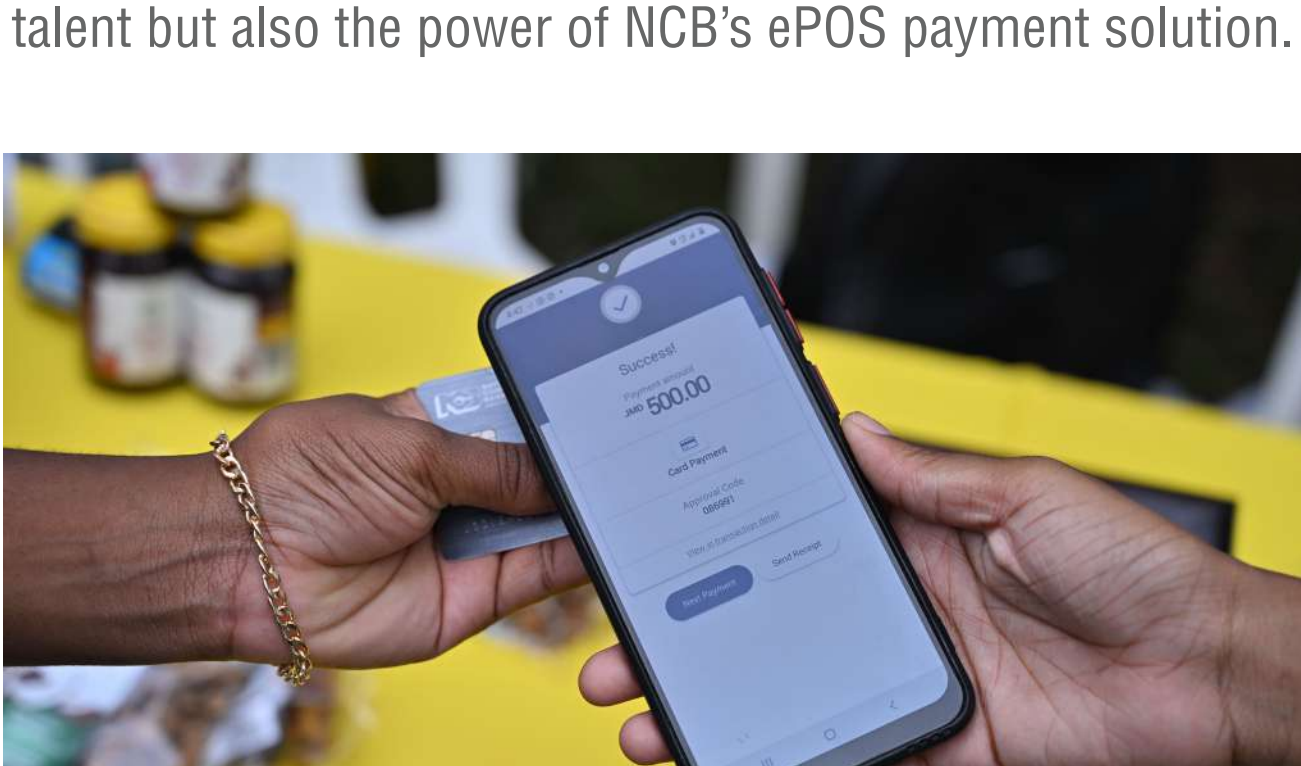
Call: (876) 791-1777 | IG: [dinnerintheskyjamaica_official](https://www.instagram.com/dinnerintheskyjamaica_official) | TikTok: [@dinnerintheskyjamaica](https://www.tiktok.com/@dinnerintheskyjamaica)

NCB Shines at Kingston Kitchen & Jamaica Food and Drink Festival!

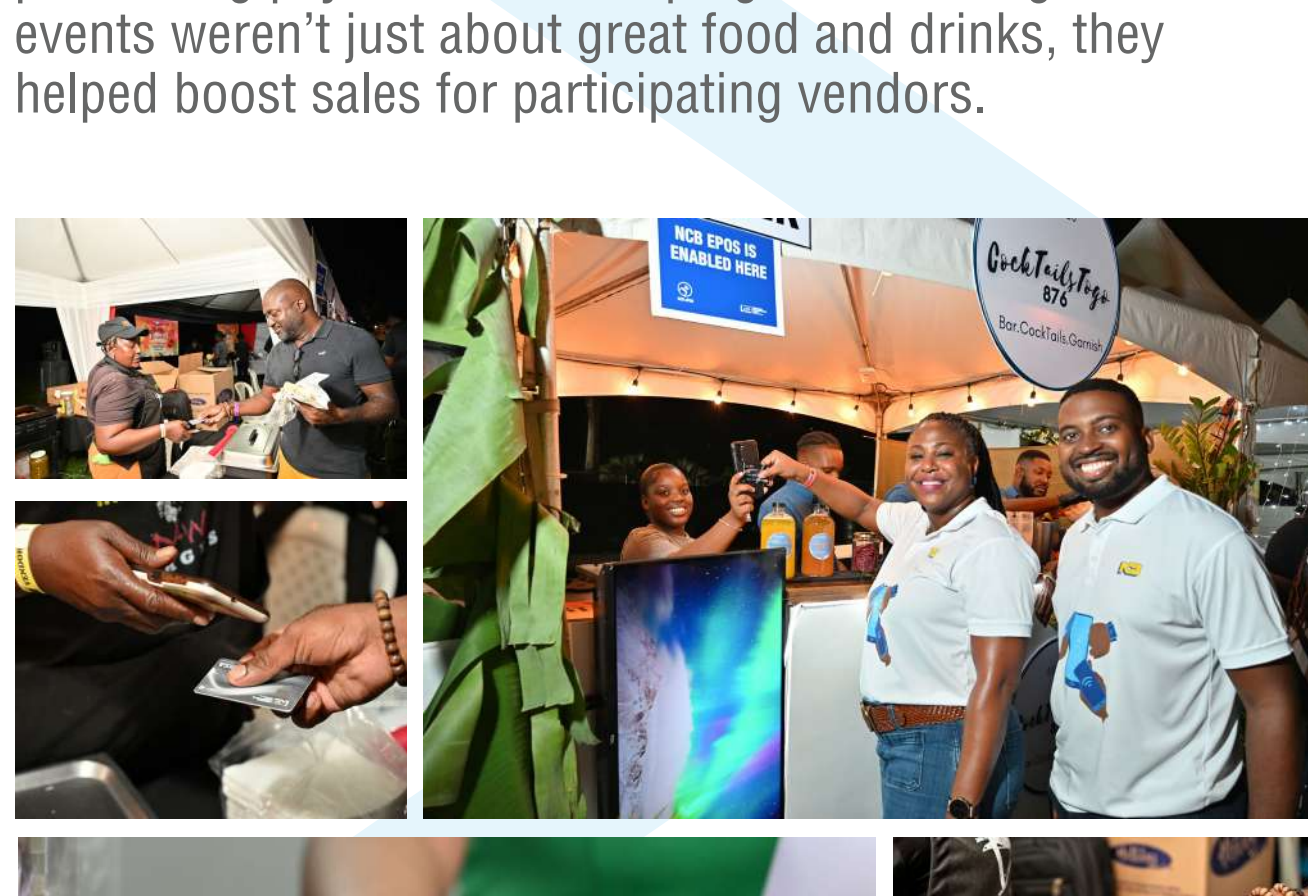
NCB was proud to sponsor two of Jamaica's most celebrated culinary events this year:

- Kingston Kitchen (September 28, 2024)
- Jamaica Food and Drink Festival (November 16, 2024)

These events highlighted not only Jamaica's rich culinary talent but also the power of NCB's ePOS payment solution.



ePOS took centre stage at these events, seamlessly processing payments and keeping lines moving. These events weren't just about great food and drinks, they helped boost sales for participating vendors.



With thousands of patrons in attendance, these events provided the perfect platform to introduce NCB's ePOS technology to a wider audience. Visitors experienced first hand how easy and efficient the solution is for merchants and customers alike.

Here are a few tips that you should keep in mind during this holiday season:

- ▶ **Be cautious with emails and messages:**
Phishing scams are common during the holiday season. Never click on links from unsolicited emails or messages. Always verify with the sender through our merchant support lines before providing your personal information.
- ▶ **Monitor your bank and credit card statements:**
Regularly check your statements for any unauthorized transactions and enable transaction alerts. If you see anything suspicious, report it to us immediately.

Remember, NCB will never send unsolicited emails asking for your confidential information, such as **password, PIN, Access Code, credit card, or account numbers**.



If you think you've been scammed or clicked on a link and shared your personal information, contact us immediately at our 24/7 dedicated fraud hotline **876-936-4235** and report fraud attempts to reportfraud@jncb.com.

Merchant Support Options

We are here to support you

Streamline your sales and maximise your POS and e-Commerce potential - NCB's Merchant Support is with you every step of the way.



876-935-2600

Direct Merchant Support line available 24/7



ncbinfo@jncb.com



NCB Live Chat via [jncb.com](https://www.jncb.com) or online banking