

Sri Lanka Telecom Mobitel Partners With NSB To Deliver Enhanced Customer Services



Sri Lanka Telecom Mobitel, the national mobile services provider signed a milestone agreement with the National Savings Bank to provide enhanced services to its valued customers, recently.

The agreement was signed between Upali Guneratne, Chairman, National Savings Bank, Leisha De Silva Chandrasena, Chairperson, Sri Lanka Telecom and Sri Lanka Telecom Mobitel and Suren J Amarasekera, CEO, Sri Lanka Telecom Mobitel.

Further to this agreement, customers of Sri Lanka Telecom Mobitel can use their mobile telephone numbers at any NSB branch in any part of the country, receive online instant updates, settle bills or top up prepaid accounts instantly.

At the time of signing the agreement Leisha De Silva Chandrasena said, “This partnership between two National bodies is sealed with the sole intention of providing our customers with greater convenience and value added services. We consider the existing 120 strong branch network of NSB to be of great importance towards reaching and serving our customers across every province of the country”.

This partnership enhances the existing excellent relationship between Mobitel and NSB, consequently ensuring greater service to and connectivity with our customers and reassures our commitment to customer centricity.

Upali Guneratne said, “The integration of mobile technology with the existing high service standards of NSB will help us further enhance the service offerings to our customers. Mobitel has certainly lived up to its promise of “We Care always,” and NSB together in partnership with Mobitel, will continue to offer innovative payment solutions throughout the country”.

This agreement will also serve as a foundation for introducing products such as SMS banking for the mutual benefit of both NSB and Sri Lanka Telecom Mobitel and its customers in the near future.