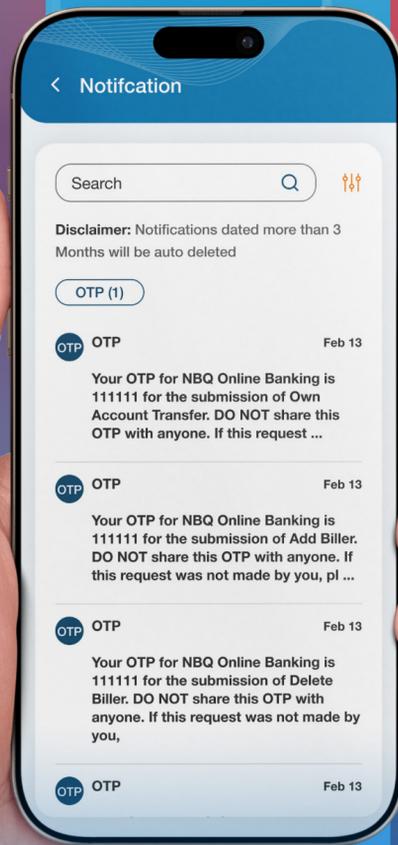


IMPORTANT UPDATE

OTPs WILL NOW BE SENT THROUGH THE NBQ MOBILE APP



Dear Valued Customer,

To make your banking experience more secure and convenient, One-Time Passwords (OTPs) for transactions will now be delivered through the NBQ Mobile App.

Receiving OTPs inside the App helps reduce the risk of SMS fraud and interception, while making the process faster and easier.

If you have not registered for the NBQ Mobile App yet, we encourage you to download the App and sign up today to manage your account - anytime, anywhere.

Why this change?



MORE SECURE

OTPs will be delivered inside the NBQ Mobile App, helping protect your transactions.



MORE CONVENIENT

- Instant OTP delivery in the App
- No need to switch between SMS and the App

What you need to do?

- Download the NBQ Mobile App from the App Store or Google Play.
- Update the App to the latest version.
- Enable push notifications for the NBQ App.
- Select your preferred language for Push Notification
- Receive your OTPs directly in the Notifications section of the App.

Thank you for choosing NBQ as your trusted banking partner.