



NBM DEVELOPMENT BANK LIMITED SERVICE CHARTER



SERVICE STANDARDS FOR VARIOUS TRANSACTIONS/ACTIVITIES

OUR PROMISE TO OUR VALUED CUSTOMERS.



**Confirmation of receipt of
required information on credit
application**

➤ Within 3 working days



**Approval for project financing
applications**

- New applications
- Additional funding requests

➤ Within 45 working days
➤ Within 45 working days



Response to customer queries

➤ Within 3 working days



Response to customer enquiries

➤ Within 3 working days