



Quicker Service - Nampost

5 April 2006

Letter from Postmaster at Tsumeb Namibia to NET1.

Dear all,

I am always complaining if we are experiencing problems with our technology systems.

Please allow me today to give some positive feedback. Today it is pensions payouts and for example at Tsumeb we have got 1015 pensions and about 500 of them have got Saving bank books in which they deposit every month money after they have received their pensions.

Every month the old people were standing in long queues, but today it was different due to Smart card. My reason why I say it is that it is not anymore necessary to complete forms for deposits and to write in the SB 6 books. We can serve now 3 customers in the same time we serve 1 in the past.

In the past we have to do a lot of queries with Helpdesk about pensions which were not correct on the system. Today, everything was 100%. It was my experience at Tsumeb today and I hope every Postmaster experience the same. In the past the clerks at Tsumeb were tired at the end of a pension day. Today they look fresh and they are also laughing. So, thank you for Smart card.

I hope that Web riposte will also make our work more easily in the future.

Thanks

Regards

Helmuth