

BOV | shareholders link

Issue No. 10 October 2002

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BOV Stockbrokers Limited

At BOV Stockbrokers Ltd (BOVSL) we provide professional stockbroking services to our private clients, to the BOV Group and to corporate clients.

We buy and sell bonds and shares

BOV Stockbrokers Ltd is licensed by the Malta Stock Exchange to execute clients' orders to buy or sell bonds and shares, and also to give advice to clients on instruments (shares, bonds and funds) listed on the local stock exchange.

We evaluate the information, assess the risks pertaining to bond, share or fund, and hence discuss with our clients to ensure that the investment suits the clients' preferred risk profile and financial requirements.

We are also licensed by the Malta Financial Services Authority to buy or sell bonds, shares and funds on foreign stock exchanges.

Private placements

Clients can make private placements when there are new issues of local Corporate Bonds and Equities.

Through private placements, clients have the advantage of securing the amount applied for, especially in the event of over-subscription to the issue.

Portfolio management and nominee services

BOVSL offers portfolio management services with respect to instruments quoted on the local stock exchange and nominee services for instruments

Welcome Note



Dear Shareholder,

As promised in our last edition, we are presenting in this issue a good selection of articles and views centered round the latest BOV news. Despite the market conditions that BOV has had to operate in during the last twelve months, the Bank has once again been awarded the prestigious Bank of the Year in Malta 2002 Award. This is the second consecutive year that the BOV has won this award, given by The Banker, the monthly banking title of the Financial Times Group. The Banker Awards is an annual event that looks at banks' growth and performance over the year in terms of their capital, assets and return on equity. The banks must also demonstrate how the use of technology is helping them to advance their market position and show how their banking structure and strategy will equip them for future developments in their market. Besides The Banker Award, BOV has also been short-listed for the prestigious Financial Innovation Awards 2002, organized by the Institute of Financial Services, and sponsored by British Telecom. This is the first-ever occasion

for a Maltese bank to be short-listed alongside four international financial services providers, namely Lloyds TSB, Abbey National, Newcastle Building Society and Norwich & Peterborough.

BOV has worked very hard to increase shareholder value, both on the revenue side and on the cost side. From the revenue side, the Bank's sales process has contributed to generate additional revenue, whilst particular attention has been given to keep operating expenses and other costs under tight control. The Bank's Cost Efficiency unit has been a fundamental instrument in assisting the Bank to achieve its targets.

In order to improve its performance, the Bank has taken a number of strategic initiatives during this financial year. This is reflected in the strengthening of the Bank's Credit Management techniques, whereby significant effort is being made to enhance the Bank's asset quality and, at the same time, to update the Bank's Credit Policy and lending criteria. The centralisation of a number of back office operations has been undertaken to achieve cost-efficiency whilst improving quality services. The Bank is further implementing the last phase of its Relationship Banking process by carrying out its customer segmentation process and the rollout of its four Business Centres.

Furthermore, to enhance the diversification of its operations, the Bank has embarked on an ambitious internationalisation process within the Euro-Med region. Our Libya Representative Office has achieved very encouraging results. A rationalisation process has been undertaken at the Bank's Canada and Australia offices. During the current financial year, BOV introduced a number of innovative products that meet the market's current requirements, such as index linked and equity linked capital guaranteed products. In the last few months, the Bank's Investment Banking Unit has been very active and successful in underwriting and managing a number of corporate paper.

I hope that you find this edition of the Shareholders Link of interest regarding the initiatives being taken by the Bank.

Yours,

Christine Albani
Investor Relations Officer.

quoted on local and foreign stock exchanges.

Our clients may hold a nominee account with us, and we will execute orders to buy or sell securities and take care of the administrative work, thus helping our clients to save time and to manage their portfolio of investments better.

Valuations of the clients' portfolio of holdings are provided twice a year and free of charge.

Research and analysis

BOVSL constantly invests time and effort in research and analysis of the performance of securities and companies. This enables us to give our clients a better service by giving them the latest and most accurate information.

We also ensure that updated information is maintained on the economic conditions and financial markets' performance, both locally and internationally.

Corporate finance

BOVSL provides support to companies seeking listing on the Malta Stock Exchange. We can advise and assist the company regarding legal and accounting requirements, and the offering memorandum to be prepared and provided to potential investors.

Our principles

- BOVSL is committed to:
- provide our clients with the best possible service
 - perform our duties with integrity and responsibility and to be accessible, timely and effective
 - educate and create awareness of investment opportunities
 - identify corporate and personal investors' needs, and satisfy them through customised stockbroking services
 - develop innovative distribution channels and to maximise the use of technology
 - contribute to the creation of a more active capital market.

To obtain BOVSL services

Clients may place orders or request more information regarding our services and brokerage fees at BOVSL offices or at any BOV Branch.

As part of the BOV Group, we take pride in providing our clients with high quality, professional and convenient service. Our clients are also assured a comprehensive and seamless package of financial services from the BOV Group.

What we would like from our clients is to tell us what their requirements are, so that we can help them with their financial and investment planning.

BOVSL
BOV Stockbrokers Ltd

Part of the Community



Over these past months, we have once again witnessed the Bank's involvement in the community. Amongst other things, the Bank renewed its support to Caritas by means of a sponsorship that will support a number of initiatives to be undertaken over the coming year. In July, a donation was given to the Malta Community Chest Fund. These funds were collected through the collection boxes located at all BOV branches, and by means of three different campaigns, namely the Spend, Win & Help Campaign, Click 'n Help Campaign and Cents for Charity. These initiatives strongly fulfil the Bank's social mission of solidarity. The Bank has also undertaken the sponsorship of the paediatric cancer ward known as Wonderland Land, at St Luke's Hospital. This initiative involved the redecoration and embellishment of the inpatient rooms of the ward, ensuring that the children receive their treatment in a more comfortable environment.

During the past four months, the Bank has embarked on an Investor Education Programme, which entails the delivery of a number of lectures in different localities to address investors as well as individuals interested in expanding their knowledge of financial services. The lectures given so far were about Investments, The Role of the Stockbroker, The Function of the Malta Stock Exchange, The Advantages of Investing in a Fund, Life Assurance Policies and How to be a "Smart" Consumer of Financial Services. The Bank also assists in providing courses for bank personnel in various areas within the financial services, and has recently presented a donation to the Institute of Financial Services (Malta).

As announced in the last issue, an exhibition by Ray Pitre was held between May and June, where 49 works of art were featured. These consisted of paintings, collages, sculptures and other media. The Bank once again contributed towards the promotion of Malta's cultural heritage by launching the War Poems/War Cantata CD. This CD is unique since it contains a sequence of eight poems written by Prof. John Cremona during the Siege of Malta (1940 - 1943) and now set to music by Prof. Mro. Charles Camilleri. Recently, the Fondazzjoni Wirt Artna reached an agreement with Bank of Valletta and the Education Division, whereby a new venture entitled the "Hands-on-Heritage Project" was launched. This project is aimed at providing young students with an innovative way of learning more about heritage, through direct interactive activities, different from those usually employed in the classroom.

As part of the BOV Millennium Project, a major project involving the restoration and conservation of a suit of armour, formerly belonging to Grandmaster Alof de Wignacourt, has been completed. The Millennium Project forms part of the Bank's tangible contribution towards the preservation, promotion and enrichment of Malta's cultural and historical heritage.

Following the introduction of a smoke-free environment within its premises, the Bank was instrumental in helping 18 smokers to quit the smoking habit. During the month

of June, the Bank in conjunction with the Health Promotion Unit, organised a Quit & Win Cessation competition for all employees who wished to stop smoking. This initiative reflects the Bank's efforts to promote and enhance not only a pleasant and stimulating working environment, but also a healthy atmosphere for the benefit of its employees and customers alike.

Shareholders Benefits.
More benefits available to shareholders with at least 500 shares:

- 50% reduction on Master Card and Visa Card annual fees
- 50% reduction on Cashlink International annual fees
- 20% reduction on BOVSL stockbroker's fees.



Enhanced BOV Single Premium Plan launch

The 26th of June marked the relaunch of the BOV Lifelink Single Premium Plan.

The features of this product have been enhanced considerably, making it exceptionally flexible to have a safe basket for one's lifetime savings. The Plan combines security with the potential higher returns of investments. The highlights of the Single Premium Plan are:

- a one-time minimum investment of Lm1,000
- minimum investment term of 5 years
- an attractive rate of return by means of Reversionary and Terminal Bonuses, as declared by the Life Assurance Company
- the opportunity to increase the original investment by means of Top-ups, any time throughout the term of the Plan
- security for your capital and Bonuses
- protection on life
- the value of the Plan does not go down if you surrender the Plan after the fourth year
- the opportunity to make partial withdrawals of the capital invested
- the option to withdraw the Reversionary Bonus
- a tax-free lump sum payable upon maturity - as per current legislation
- low charges
- an advance of up to Lm1,000 in case that one is diagnosed with a terminal illness
- an advance of up to Lm500 for funeral expenses.

The Single Premium Plan is an alternative savings vehicle that offers both savings and life cover facilities, in addition to potential higher returns and, in accordance with current legislation, an easy way to save **tax-free!**

A detailed promotional booklet listing all the relevant product details is available from all BOV branches or may be obtained by phoning the Bancassurance Office on Freephone number **8007 2388**.

BOV Launches Cashlink International

another new product from BOV



Bank of Valletta has launched a new card product - the BOV Cashlink International, a local debit card that can be used around the world. The new BOV Cashlink International can be used at any ATM or outlet displaying the VISA sign. This new card can also be used to effect purchases and make electronic payments through the Internet.

The BOV Cashlink International card is linked to the customer's current or savings account, thus enabling the customer to access and manage his funds not only in Malta but now also world-wide.

BOV Cashlink International cardholders purchasing goods and services in Malta

and paying with their card will benefit from a Free Purchase Protection Insurance Policy that safeguards the customer's interests on certain purchases.

Meanwhile, all BOV Cashlink cardholders will benefit from a higher withdrawal limit per day from ATMs as well as a higher limit per day for purchases using the card. These limits have been set at Lm200 and Lm300 respectively.

The BOV Cashlink International Card constitutes another first for the Bank, since it is the first, major Maltese debit card to be given an international dimension.

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Bank of Valletta introduces Savings & Investments Officers across Branches

In line with its Relationship Banking strategy, Bank of Valletta is introducing Savings & Investments (S&I) Officers throughout its extensive Branch network across the Maltese Islands. The main role of these Officers is to provide added value, focused on the protection and investments needs of local investors.

Speaking about this new service, Robert Ducker, Head of Private Banking of Bank of Valletta, explained that this is an important milestone in the Group's efforts to provide bespoke Investment and Wealth Management Services. Mr. Ducker highlighted that the introduction of the S&I Officers continues to strengthen BOV's range of Investment Advisory Services, which include Private Banking, Stockbroking, Fund Management and Life Assurance.

All S&I Officers have undergone a rigorous training programme spread over a period of twelve months. These Officers are in possession of internationally recognised qualifications. They have participated in in-house training delivered by local and foreign tutors, which included intensive role-play exercises and real life scenarios. Each S&I Officer is authorised by the Malta Financial Services Authority to give financial advice on BOV Group products.

The introduction of the S&I Officer at BOV branches reinforces the Bank's commitment to offer its customers a personalised service directed to their individual needs.

Local investors making use of this service will have their individual needs identified, assessed and explained. The S&I Officer will also provide a personalised mix of services tailored to their individualised needs. Customers wishing to avail themselves of this service can contact their respective branch S&I Officers.

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Harġa Nru. 10 Ottubru 2002

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BOV Stockbrokers Limited

BOV Stockbrokers Ltd (BOVSL) toffri servizzi professjonali ta' stockbroking lill-klijenti tal-BOVSL, klijenti tal-Grupp BOV, kif ukoll kumpaniji privati.

Nixtru u nbieghu bonds u ishma

BOV Stockbrokers Ltd hija kumpanija llicenzjata mill-Borża ta' Malta biex tesegwixxi ordnijiet ta' klijenti li jridu jixtru jew ibieghu bonds u ishma, kif ukoll tagħti pariri fuq strumenti finanzjarji kkwotati fil-borża.

F'dan ir-rigward, aħna nipprovdu l-informazzjoni meħtieġa, nevalwaw il-livell ta' riskju relatat mal-bonds, ishma jew skemi ta' investiment u niddiskutu mal-klijent ikkoncernat. B'hekk inkunu f'pożizzjoni li nassiguraw li l-prodott magħżul huwa adattat għal-livell ta' riskju li jrid jiehu l-klijent.

BOVSL hija wkoll illicenzjata mill-Awtorità tas-Servizzi Finanzjarji ta' Malta, biex tixtri u tbiegh bonds, ishma jew skemi ta' investiment fi swieq barranin. Dan is-servizz se jkun offrut lill-klijenti fil-futur immedjat.

Private placements

Il-kumpanija tipprovdi wkoll servizz ta' Private Placement f'każ ta' hrug ta' bonds jew ishma godda.

B'dan is-servizz il-klijent jista' jassigura ruħu li ser jiehu l-ammont li applika għalih,

Merħba

Ghażiż Azzjonist,

Kif wegħedniekom fl-aħhar edizzjoni, qegħdin nipprezentawkom għadd ta' artikli dwar aħbarijiet riċenti mill-BOV. Minkejja l-kundizzjoni tas-suq il fih kellu jopera f'dawn l-aħhar tmax-il xahar, il-Bank irnexxielu, għal darb'ohra, jirbaħ il-premjju prestigġjuż - Bank of the Year in Malta 2002 Award. Din hija t-tieni sena konsekuttiva li l-Bank rebah dan l-unur, li huwa mogħti minn The Banker, ir-rivista ta' kull xhar tal-Financial Times Group. The Banker Awards hu avveniment ta' kull sena li jħares lejn it-tkabbir u l-prestazzjoni ta' bank f'dak li għandu x'jaqsam ma' kapital, assi u qligħ. L-Awards ifittxu li jikkonfermaw, ukoll, kif it-teknoloġija qiegħda tgħin il-bank javvanzaw fis-suq u juru kif l-istruttura bankarja u l-istrategġija tagħhom tippreparahom għal żviluppi tas-suq fil-gejjeni. Minbarra dan il-premjju, il-BOV gie wkoll innominat għall-Financial Innovation Awards 2002, premju prestigġjuż organizzat mill-Institute of Financial Services u sponsorjat mill-British Telecom. Din hija l-ewwel darba li bank Malti spicċa bħala finalista ma' erba' bank kbar internazzjonali. Dawn huma Lloyds TSB, Abbey National, Newcastle Building Society u Norwich & Peterborough.

Il-Bank hadem bis-shiħ biex ikattar il-valur ta' l-azzjonist, kemm min-naha ta' dħul, kif ukoll min-naha ta' kontroll fuq l-ispejjeż. Il-proċess tal-bejgħ ikkontribwixxa sabiex jiġi gġenerat aktar dħul, filwaqt li qiegħda tingħata attenzjoni kbira sabiex jinżammu baxxi l-ispejjeż ta' l-operat u spejjeż oħrajn permezz ta' kontroll strett. Il-Cost Efficiency Unit tal-Bank, żgur li kellu impatt kbir sabiex jintlaħqu l-għanijiet tal-Bank f'dan ir-rigward.

F'din l-aħhar sena, il-Bank ha numru ta' inizzjattivi strateġiċi sabiex itejjeb l-operat tiegħu. Dan huwa rifless fit-tishih tat-teknika tal-Credit Management tal-Bank, fejn attenzjoni speċjali qiegħda tingħata sabiex ittejjeb il-kwalità ta' l-assi tal-Bank u fl-istess waqt qegħdin jiġu riveduti u aġġornati il-Credit Policy u l-kriterji tas-self tal-Bank. L-ċentralizzazzjoni ta' numru ta' operazzjonijiet tal-back office wassal sabiex tnaqqsu l-ispejjeż fl-operat tal-Bank, u fl-istess hin jingħata servizz aħjar lill-klijent. Il-Bank, ukoll, wasal fl-aħhar fażi fil-proċess tar-Relationship Banking. Dan jinvolve s-segmentazzjoni ta' l-informazzjoni sabiex il-klijenti jinqodw b'mod aktar effiċjenti, kif ukoll bil-ftuħ ta' l-erba' Business Centres.

Biex iktar jiddiversifika l-operat tiegħu, il-Bank nieda proġett ambizzjuż fir-reġjun Ewro-Mediterranju, fejn l-uffiċċju rappreżentattiv tagħna fil-Libja kellu riżultati pożittivi ferm. Barra minn hekk, tnieda l-proċess ta' razzjonalizzazzjoni fl-uffiċċji tal-Bank għewwa l-Kanada u l-Awstralja. F'din l-aħhar sena, ukoll, il-Bank introduċa numru ta' prodotti innovattivi li jilhq l-bżonnijiet tas-suq. Fost oħrajn, insibu il-prodotti ta' l-Index Linked u l-Capital Guaranteed. Fl-aħhar u mhux l-inqas, is-sezzjoni ta' l-Investment Banking tal-Bank kienet attiva hafna u rreġistrat suċċess f'dawk li huma l-under writing u l-hrug ta' numru ta' bonds privati.

Nispera li ssibu din l-edizzjoni tax-Shareholders Link t'interess rigward l-inizzjattivi li qiegħed jiehu l-Bank.

Dejjem tagħkom,



Christine Albani
Investor Relations Officer.

speċjalment f'każ li l-hrug tal-bond jew ishma jkun over-subscribed.

Portfolio management u servizzi ta' nominee

BOVSL toffri wkoll servizz ta' portfolio management, fejn il-kumpanija tiegħu hsieb numru ta' investimenti kkwotati fil-borża lokali, f'isem il-klijent. Noffru wkoll servizz ta' nominee għal strumenti finanzjarji kkwotati f'boroż barranin.

Il-klijent jista' jiftah nominee account ma' BOVSL u l-kumpanija tiegħu hsieb tesegwixxi mhux biss l-ordnijiet ta' bejgħ u xiri ta' securities, imma wkoll tagħmel ix-xogħol amministrativ relatat mat-transazzjonijiet. B'hekk il-klijent jiffranka l-hin u jkollu mohhu mistrieh li l-portfolio tiegħu qiegħed jitmexxa bl-aktar mod għaqi.

Il-kumpanija tiegħu hsieb ukoll li tibgħat rendikont lill-klijent darbtejn fis-sena mingħajr ebda hlas.

Riċerka w analizi

BOVSL tagħmel wkoll riċerka w analizi ta' l-andament ta' bonds u ishma kif ukoll ta' kumpaniji privati. B'hekk

il-kumpanija tkun f'pożizzjoni li tagħti servizz aħjar lill-klijenti tagħha, billi tipprovdihom informazzjoni aġġornata u korretta. Il-kumpanija tiegħu hsieb tipprovdi wkoll informazzjoni fuq l-andament tal-ekonomija w swieq finanzjarji, kemm lokali kif ukoll barranin.

Corporate finance

BOVSL tipprovdi għajjnuna lil dawk il-kumpaniji li jixtiequ jkunu kkwotati fil-Borża ta' Malta. Il-kumpanija hi f'pożizzjoni li tassisti lil dawn il-kumpaniji f'dak li għandu x'jaqsam ma' pariri legali u finanzjarji, kif ukoll il-preparazzjoni u l-kontenut ta' l-offering memorandum.

L-għanijiet tal-kumpanija

BOVSL għandha l-għan li:
- tagħti l-aħjar servizz possibbli lill-klijenti tagħha
- timxi b'mod onest u responsabbli fix-xogħol tagħha u tkun aċċessibbli, ippreparata u effettiva
- teduka u tipprovdi informazzjoni fuq opportunitajiet ta' investiment
- tidentifika l-bżonnijiet ta' kumpaniji w investituri privati, u tara kif tagħmel biex tissodisfahom
- tagħmel l-aħjar użu mit-teknoloġija

billi tipprovdi mezzi innovattivi ta' komunikazzjoni mal-klijent
- tikkontribwixxi biex iżziid il-kummerċ fis-swieq kapitali.

X'għandek tagħmel biex tingħada

Klijenti jistgħu jitolbu għajjnuna u informazzjoni fuq is-servizzi li toffri l-kumpanija mill-uffiċċji tal-kumpanija stess, jew mill-fergħat tal-BOV f'Malta u Għawdex.

Bħala parti mill-Grupp BOV, il-kumpanija tagħmel dak li hu meħtieġ biex tipprovdi l-klijent bl-aħjar servizz possibbli. B'hekk il-klijent ikun jista' jinqeda f'dak kollu li jeħtieġ minn post wiehed.

Nixtiequ nisingħu minn għandkom biex naraw kif nistgħu nkunu ta' għajjnuna għalikom.

BOVSL
BOV Stockbrokers Ltd

Mtejjeb il-BOV Single Premium Plan



Fis-26 ta' Ġunju, il-Bank introduċa l-BOV Lifelink Single Premium Plan b'hafna aktar benefiċċji.

Il-karatteristiċi ta' dan il-prodott tejjibniehom b'tali mod li issa saret verament faċli għal persuna li jkollha qoffa soda għall-flus li tkun ġemmat b'tant għaqal. Dan il-Pjan igħaqqad is-sigurta' mal-potenzjal ta' gwadann minn investimenti. Is-*Single Premium Plan* joffri:

- l-opportunita' li tinvesti somma flus f'daqqa, minn Lm1,000 'l fuq, f'polza ta' l-assigurazzjoni tat-tfaddil *with-profits*

- perjodu minimu ta' investiment ta' 5 snin
- rata ta' dħul attrajenti permezz ta' *Reversionary u Terminal Bonuses*, hekk kif iddikjarati mill-kumpanija ta' l-assigurazzjoni
- iċ-ċans li żżid mal-kapital kull meta trid int, bis-sistema ta' *Top-ups*
- sigurta' għall-kapital u Bonuses
- protezzjoni fuq il-hajja
- ebda tnaqqis mill-valur tal-polza f'każ li tkun tixtieq li ssarraf il-Pjan wara r-raba' sena
- għażla li tiġbed parti mill-kapital tiegħek
- għażla li tiġbed il-*Bonus*
- eżenzjoni mit-taxxa, skond il-liġijiet preżenti
- *charges* mill-inqas
- avvanz sa Lm1,000, f'każ li jkollok mard terminali
- avvanz sa Lm500 għall-ispejjeż tal-funeral.

Is-*Single Premium Plan* huwa mod effettiv kif tista' tinvesti flusek, filwaqt li jkollok protezzjoni fuq il-hajja, il-potenzjal ta' taqla' aktar u, skond il-liġi preżenti, alternattiva biex tfaddal mingħajr ma' jkun hemm taxxa involuta!

Ktejjeb promozzjonali bid-dettalji dwar il-prodott jista' jinkiseb min kull fergħa tal-BOV jew billi ċċempel lill-*Bancassurance Office* fuq in-numru *Freephone* 8007 2388.

Il-Bank of Valletta jintroduċi Savings & Investments Officers fil-Fergħat



Bhala parti mill-istrategija tiegħu ta' *Relationship Banking*, il-Bank of Valletta qed jintroduċi *Savings & Investments (S&I) Officers* fil-fergħat kollha tiegħu madwar Malta u Għawdex. Ir-rwol ewlieni ta' dawn l-Uffiċjali ser ikun li jagħtu aktar valur lill-klijenti b'mod speċjali fil-qasam tal-protezzjoni u tal-bżonnijiet ta' investiment ta' l-investituri lokali.

Meta tkellem dwar dan is-servizz ġdid, is-sur Robert Ducker, *Head Private Banking* tal-Bank of Valletta, spjega li dan huwa pass importanti hafna fl-isforzi tal-Bank sabiex joffri servizz personalizzat ta' *Wealth Management* u ta' investiment. Is-sur Ducker enfazizza li l-introduzzjoni ta' dawn l-S&I Officers ser tkompli ssaħħah is-servizzi li joffri l-BOV fil-qasam ta' pariri

dwar l-investimenti liema servizzi jinkludu l-*Private Banking*, l-*Stockbroking*, il-*Fund Management* u l-Assigurazzjoni fuq il-hajja. L-S&I Officers kollha kemmew kors ta' taħriġ intensiv fuq perjodu ta' sena biex b'hekk dawn l-uffiċjali kisbu l-kwalifiki kollha meħtieġa, liema kwalifiki huma rikonnoxuti internazzjonalment. Huma pparteċipaw ukoll f'taħriġ *in-house* li tmexxa minn għaliema kemm lokali u kif ukoll barranin u li kien jinkludi għadd ta' eżerċizzji differenti. Kull S&I Officer huwa awtorizzat mill-Malta Financial Services Authority biex jagħti pariri finanzjarji dwar il-prodotti li joffri l-Grupp BOV.

L-introduzzjoni ta' l-S&I Officer fil-fergħat tal-BOV isahħah l-impenn li l-Bank għandu li joffri lill-klijenti tiegħu servizz personalizzat skond il-bżonnijiet individwali tal-klijent.

L-investituri lokali li jagħmlu użu minn dan is-servizz ikollhom il-bżonnijiet finanzjarji tagħhom identifikati u spjegati lilhom. L-S&I Officer ser ikun qed joffri għażla ta' servizzi li jkunu jistgħu jinagħtaw b'mod individwali. Dawk il-klijenti li jixtiequ jagħmlu użu minn dan is-servizz ġdid, jistgħu jikkuntattjaw lill-S&I Officers fil-fergħat rispettivi tagħhom.

Parti mill-Komunità



Dawn l-aħħar xhur kienu xhieda tas-sehem shih li ta l-Bank fil-komunità. Naraw li fost affarijiet oħrajn, il-Bank gedded is-sapport lill-*Caritas* billi sponsorja l-finanzjament ta' numru ta' inizjattivi matul is-sena d-dieħla. F'Lulju, ingħatat ukoll, donazzjoni lill-*Community Chest Fund*, liema fondi kienu miġburin permezz ta' kaxxi apposta għewwa l-fergħat tagħna u permezz ta' tliet kampanji differenti. Dawn kienu l-*Spend, Win & Help Campaign*, *Click 'n Help Campaign* u *Cents for Charity*. Dawn l-inizjattivi għenu sabiex ttwettqet il-missjoni ta' soledarjeta' li ried jilhaq il-Bank. Is-sala tat-tfal morda bil-kanċer, magħrufa bhala *Wonderland*, għewwa l-isptar San Luqa, se tkun ridekorata għas-spejjeż tal-BOV, biex nassiguraw li t-tfal jirċievu t-trattament f'ambjent isbah.

F'dawn l-aħħar erba' xhur, ingħata bidu għall-*Investor Education Programme*, fejn isiru numru ta' taħdidiet informativi f'lokali ta' differenzi f'Malta. Dawn it-taħdidiet huma ta' interess għall-investituri, kif ukoll għal dawk li jixtiequ jsiru jafu aktar dwar is-servizzi finanzjarji. Is-suġġetti li ġew diskussa s'issa kienu dwar l-investimenti, ir-rwol tal-*stockbroker*, il-funzjoni tal-*Malta Stock Exchange*, il-vantaġġi li tinvesti f'*fund*, poloz tal-assigurazzjoni tal-hajja u kif wiehed għandu jkun konsumatur 'għali' tas-servizzi finanzjarji. Sabiex il-Bank ikompli ihegħeġ lill-impjegati tiegħu jkomplu bl-istudji tagħhom fis-settur finanzjarju, ipprezenta donazzjoni lill-*Institute of Financial Services (Malta)*.

Bhala memmjeina fl-aħħar harġa, bejn Meju u Ġunju, il-Bank kellu wirja ta' Ray Pitre, fejn wiehed seta' jsib 49 biċċa xogħol. Dawn kienu jikkonsistu fi tpingijiet, collages, skulturi u media oħrajn. Il-Bank ta sehem fil-wirt kulturali billi vara is-*CD* tal-*War Poems/War Cantata*. Din is-*CD* hija unika, għax fiha sekwenza ta' tmien poeżiji miktubin mill-Prof. John Cremona matul l-aħħar gwerra bejn l-1940 u l-1943, u li, issa ġew akkumpanjati bil-mużika ta' Prof. Mro. Charles Camilleri. Riċentament, il-Fundazzjoni Wirt Artna laqgħet ftehim mal-Bank of Valletta u l-Qasam tal-Edukazzjoni, għall-introduzzjoni tal-*Hands on Heritage Project*. L-għan ta' dan il-proġett huwa li jipprovi lill-istudenti żgħar tagħlim dwar wirtna, permezz ta'



attivitajiet interattivi u innovattivi, li huma differenti mit-tagħlim fil-klassijiet.

Bhala parti mill-BOV *Millennium Project*, għadu kemm tlesta proġett kbir li kien jinvolvi r-restawrazzjoni u l-konservazzjoni tal-korazza li kienet tal-Granmastru Alof de Wignacourt. Il-BOV *Millennium Project* huwa parti mill-kontribuzzjoni li l-Bank qiegħed jagħmel biex jippreserva, ikattar u jkabbra il-wirt storiku u kulturali ta' Malta.

Bhala riżultat li l-Bank introduċa ambjent bla tipij fil-fergħat u l-uffiċċji tiegħu, tmintax il-impjegat ma baqgħux ipejpu meta, matul ix-xahar ta' Ġunju il-Bank, flimkien mad-Dipartiment tas-Saħħa, organizza kompetizzjoni tal-*Quit & Win Cessation* għall-impjegati kollha li xtaqu jjeqfu ipejpu. Din l-inizjattiva turi biċ-ċar l-isforzi tal-Bank li mhux biss ihegħeġ ambjent tax-xogħol pjaċevoli u stimulant, imma wkoll joffri arja tajba għall-benefiċċju ta' l-impjegati u l-klijenti.

Iżjed benefiċċji għall-BOV *Shareholders* li għandhom mill-inqas 500 sehem, wara li issir l-applikazzjoni:

- Tnaqqis ta' 50% mit-tariffa annwali tal-BOV *MasterCard* u l-BOV *Visa Card*.
- Tnaqqis ta' 50% mit-tariffa annwali tal-*International Cashlink Card*.
- Tnaqqis ta' 20% mit-tariffa ta' l-*stockbroker* tal-BOVSL.



BOV Iniedi l-Cashlink International Prodott ieħor ġdid mill-BOV

Il-Bank of Valletta nieda prodott ġdid il-BOV *Cashlink International*, *debit card* lokali li tista' tintuza madwar id-dinja kollha. Il-BOV *Cashlink International* tista' tintuza f'kull ATM jew hanut li jaċċettaw il-VISA. Din il-card ġdida tista' wkoll tintuza sabiex isir xiri jew hlas elettroniku permezz ta' l-internet.

Il-BOV *Cashlink International card* hija marbuta mal-kont kurrenti jew ta' tfaddil biex, b'hekk, il-klijent ikollu aċċess għal flusu kemm f'Malta kif ukoll barra.

Kull min iħallas għal prodott u servizzi f'Malta permezz tal-BOV *Cashlink International*, jibbenefika minn *Free Purchase Protection Insurance Policy* li tħares l-interessi tal-klijenti fuq xiri ta' ċerti prodott. Barra minn hekk, kull min għandu

Cashlink ser jibbenefika minn limiti oghla ta' għid ta' flus mill-ATMs kif ukoll xiri permezz tal-card. Dawn il-limiti fil-fatt issa huma ta' Lm200 u Lm300 kuljum, rispettivament.

Il-BOV *Cashlink International* hija prodott ieħor innovattiv għall-Bank. Fil-fatt, hija l-ewwel *debit card* Maltija ewlenija li qiegħda tingħata dimensjoni internazzjonali.



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