

Monday 1 July 2019

Kina Bank opens new branch in Lae

Kina Bank's new branch in Lae Top Town opened to the public on Monday 1 July. The bank held a ribbon cutting ceremony to mark this milestone, with Executive General Manager for Integration Mr. Wayne Beckley officiating at the ceremony. Also present to witness the landmark event were customers, hard working staff and some of the bank's senior executives.

The property underwent significant renovation and has been rebranded with Kina Bank's contemporary branding and cool designs.

"We're committed to offering our customers in Lae the best in customer experience," said Mr. Adam Downie, Kina Bank's Executive General Manager Personal Banking. "Our new look branches are fresh and modern. They are uniquely Kina Bank."

Kina Bank are also investing heavily in the customer experience to provide Lae customers with the best service in the industry.

"Customers have come to expect poor service from banks in PNG," said Mr Downie. "We don't think that's good enough. We're going to challenge that dynamic and shift the way customers are serviced. We're mapping the complete customer experience from end to end. Whether you're opening an account, applying for a home loan, a Cash Management Account or trade finance, we're looking at the whole experience to make sure that all our customers receive great service from us."

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