NOUVOBANQ signature

CUSTOMER FAQs

1. What is Signature Banking?

Signature Banking offers a premium banking service designed to provide exclusive benefits and personalised financial solutions. Our branch delivers a tailored level of service and access to specialised products, all from the comfort of our Signature Lounge in Victoria. Experience banking redefined with dedicated support and unique offerings tailored to your needs.

2. What are the financial requirements to be onboarded to Signature Banking?

To be eligible for this service, customers must have a minimum monthly crediting amount of SCR 30,000 or maintain a minimum bank balance of SCR 250,000. This crediting sum can come from any combination of income sources credited to the account.

3. How do I sign up for Signature Banking?

If you are interested in signing up for Signature Banking and meet the eligibility requirements, please contact our dedicated Banking team at **signature@nouvobanq.sc**. During the onboarding process, you will be required to declare your income levels or bank balances so that we can assign the appropriate products tailored to your needs.

4. Are there any fees associated with Signature Banking?

Yes, there are fees associated with Signature Banking. We offer two Signature banking tiers, each with its own fee structure. Please contact our team for detailed information on fees and what is included in each Tier.

5. What benefits and services are included in Signature Banking?

Signature by Nouvobanq provides a range of exclusive benefits, which includes:

- Tailor-made financial strategies
- Flexible credit solutions
- Exclusive access to investment solutions
- Dedicated Relationship Bankers
- Access to The Signature Lounge and Service Centre
- Higher withdrawal limits and waivers on certain fees and charges

The specific benefits you receive will depend on the Signature Banking Tier you choose.

6. Can I change my Signature Banking Tier?

Yes, you can change your Signature Banking Tier based on your evolving needs. To do so, please contact your dedicated Relationship Banker to discuss the available options.

7. How often do I need to pay the fees for Signature Banking?

The fees for Signature Banking are charged monthly, at every end of month. However, the exact payment schedule may vary depending on your chosen Tier and package. To note, for customers who assign this fee to a foreign exchange account, the prevailing mid-rate at point of debit will be applicable.

8. If I want to unsubscribe from the Signature Banking service – what is the process like?

Yes, due to any change in customer's banking needs which may lead to an unsubscribe request, your Relationship Banker will assist in withdrawing you from Signature Banking and your account will subsequently be migrated to your original Branch.

9. If I encounter a product or service issue after hours what is the process to receive assistance?

The Signature Banking team operates a general WhatsApp for business number +248 267 3220 which is maintained by the team after hours of operations to cater to troubleshooting needs of our customers.