



The Governor

PUBLIC NOTICE

LAUNCH OF THE NATIONAL BANK OF RWANDA E-CORRESPONDENCE PORTAL

The National Bank of Rwanda (NBR) is pleased to announce the official launch of its innovative E-Correspondence Portal, a significant milestone in our digital transformation journey. This initiative is in line with our commitment to enhancing service delivery, efficiency, and environmental sustainability.

Background:

Since the Financial Year 2020/2021, we have been diligently developing an Electronic Correspondence System designed to transition our service access and application processes into an interactive, paperless online platform. Initially, the pilot phase was launched in June 2020 with a limited scope. Encouraged by the success and positive feedback, we expanded and upgraded the system for broader accessibility and functionality.

What is the E- Correspondence Portal?

The E-Correspondence Portal serves as a central point for electronic interaction between NBR and its diverse clientele, including financial institutions, payment services providers, system operators, suppliers, and the general public requiring our services. With this system, users can now access and apply for up to 130 different services provided by the Bank. We have also integrated the portal with databases of external partners, including RDB, RRA, CRB, NIDA, RCA, and NBR Core Banking System, ensuring a seamless, efficient, and comprehensive service experience.

Key Benefits:

- Enhance communication between NBR and its clients
- Streamlined and expedited service delivery via digital platform
- Contribution to environmental conservation through a paperless transaction environment.

Launch Details:

We officially unveil the E- Correspondence Portal on October 20th, 2023. The Portal is accessible at <https://e-correspondence.bnr.rw/> and will henceforth be the primary platform for service requests and applications.

Please note that from this date, the previous service request email (Central-Secretariat@bnr.rw) will be discontinued. All service communications and transactions will transition to the E-Correspondence Portal.

Support:

For inquiries or assistance, please contact the National Bank of Rwanda Customer Care team at customercare@bnr.rw. We are here to ensure a smooth and convenient transition for all our users.

Join us in embracing this innovative step towards a more efficient and sustainable future.

Done at Kigali, on 17th October 2023

**RWANGOMBWA John
Governor**