



**Welcome to
Trusted Novus Bank!**



Welcome to a bank Out of the Ordinary...

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Jyske Bank (Gibraltar) Ltd. has changed name.
This booklet tells you a bit about the change and
what it means to you as a client.



Your account

There are no changes to your **account numbers**. You will be able to send and receive money using the account and **IBAN numbers** as before.

Our **Netbank** online banking system remains the same. However, in future you will need to visit our new website **www.trustednovusbank.gi** in order to gain access. Please ensure you change any shortcuts you may have created to access Netbank on our previous website.

We are in the process of enhancing ease of access to Netbank. You will soon receive an invitation to use an app based key code system instead of a paper-based Keycard. Watch out for developments shortly.

You can continue to use your existing **Visa card** and **cheque book**. In due course, you will receive a card or cheque book with our new brand. In the meantime, feel free to spend your money as before.

If you have any **loan facilities** with us, these will continue unchanged.



Our relationship

We value long-term relationships and your dedicated Relationship Manager will work hard to ensure you are satisfied with how we manage your financial affairs.

The change in name will have no impact on who will be taking care of your relationship. Of course, from time to time, we will need to change the person responsible for your account, but we aim to minimise this.

Telephone numbers for your Relationship Manager or other Bank colleagues will continue as before. Please note that from now on e-mail addresses will end with **@trustednovusbank.gi**. The user name remains unchanged (e.g. **info@trustednovusbank.gi** replaces **info@jyskebank.gi**). Previous e-mail addresses will continue to work, but for a limited period.

We are not changing the fees associated with the running of your account. We periodically review costs and we will inform you in good time of any changes that may occur. Fundamentally, our general terms and conditions of business remain unchanged. However, because of changes in regulations, we are currently updating these to ensure we comply with the appropriate standards in customer care. You will be receiving updated terms and conditions shortly.



New business

We are open for more business. We will be happy to discuss your needs and help you expand your relationship with us. These **services** include:

- Current accounts and fixed deposits
- Card services
- Investments and asset backed loans
- Residential mortgages in Gibraltar
- Business banking and commercial loans in Gibraltar
- Currency exchange.

For more information, contact your Relationship Manager directly, call us on **+350 2000 3000** or e-mail **info@trustednovusbank.gi**.





Who are we?

The name has changed, but we are still the same legal entity that has offered banking services to clients in Gibraltar since 1855. We have been known as Galliano Bank, then Jyske Bank (Gibraltar), and now Trusted Novus Bank.

Our goal is to make banking an enjoyable and Out of the Ordinary experience for you. We have new ownership but the Directors and Management stay the same. You can therefore expect the same focus on building long-term relationships.

We will put even more energy into servicing the banking needs of the Gibraltar market, as well as continue to service our international private banking clients. We have a sound and healthy balance sheet and our financial strength allows us to continue supporting local clients with mortgages and business loans. Our participation in the Gibraltar Deposit Guarantee Scheme will continue.

What's in the name and logo?

Our new name is Trusted Novus Bank. What does this mean?

The word *Trusted* refers to the over 164 years of history our Bank has maintained in Gibraltar. Throughout this time, we have been an integral part of the community, enduring the hardships and enjoying the good times. Clients have trusted their financial affairs to us and, despite a new name, you can continue to trust us as you have done in the past.

The word *Novus* originates from Latin and means to be new, fresh, revived and extraordinary. This reflects our new beginnings under a new ownership and fits in with our concept of offering a banking service that is Out of the Ordinary.

As part of our logo, we have chosen the iconic Gibraltar Campion flower (*Silene Tormentosa*). The campion is very rare and unique to Gibraltar. It was once believed to be extinct but re-discovered in 1994 when it was found growing in the Upper Rock Nature Reserve. As a symbol of beauty, survival and uniqueness, the campion is truly a flower that is "out of the ordinary".



Where can you find us?

Our home remains at 76 Main Street, in the heart of Gibraltar. You are very welcome to pop by to have a coffee and a chat. We are open between 09.00 and 15.30 during working days.

If you prefer to call us by phone, we have simplified our switchboard number to: **+350 2000 3000**

Don't worry if you have our previous number programmed in your phone. The old one will still work.

We also have a new website. You will find useful information on: **www.trustednovusbank.gi**. Feel free to browse it. Your Netbank access will be through this new website.



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