

# PITSTOPfsoft

FONEPAY WELCOMES NEW CHAIRMAN OF THE BOARD, EMT GLOBAL PARTNERSHIPS, FISOFT SPORTS 2024, AND MORE!

## IN THIS ISSUE

F1Techscape

A Whirlwind Experience at Harvard: A Recount with Mr. Abhishek Chhetri, Chief of Staff at FISOFT

Living the Values: Positivity in Work with Empathy

TIGER on a CLIFF - Accelerating Fair Play: FISOFT's Sports 2024, Fairness for the Win

Pitstop Recommends

FoneReads

FonePlaylist

LifetAtFISOFT

## FISOFT SPORTS 2024

Welcome to this month's pitstop: we are back faithfully again this New Year with all the recent updates in the world of FISOFT Group. Exciting campaigns, partnerships and launch are happening, so be sure to check F1Techscape for that. Following up, we have a recount by Abhishek Chhetri dal into the insightful Chief of Staff Executive Leadership Program he attended at Harvard Business School. Naturally, we have "Living the Values"

this month, highlighting empathy with our Santosh Neupane dal from eSewa. With our TIGER on a CLIFF, this month highlighting fairness, we have FISOFT Sports 2024. For "Pitstop Recommends," we have some shocking treats for the new year, and our heartwarming FoneReads and FonePlaylist to live in the new year with. Not to forget a glimpse at all the life that happens here at FISOFT. As usual, you are always welcome to contribute to this newsletter in any

part, whether you want to share a message, photos, or even recommend some songs and books. We would love to see your participation. Please email us at [Marketingcommunication@fisoft.com](mailto:Marketingcommunication@fisoft.com), and we will take care of the rest.

Happy reading!  
Pitstop Team

## F1TECHSCAPE



### Fonepay Welcomes Mr. Sashin Joshi as Chairman of the Board

Fonepay proudly announced the appointment of Mr. Sashin Joshi as the new Chairman of the Board. The official oath taking ceremony took place on December 13, 2023, at the Nepal Rastra Bank, with the esteemed presence of Deputy Governor, Mr. Bom Bahadur Mishra.

Before taking on the role of Chairman, Mr. Joshi held an impressive career as a Chief Executive Officer (CEO) in Nepal's leading Banking and Financial institutions for over two decades. His executive leadership journey has been characterized by outstanding contributions, particularly in risk management, strategic planning, and international business. Widely recognized

and esteemed in banking circles, Mr. Joshi brings a wealth of experience to his current role, contributing significantly to Fonepay's strategic vision.

This appointment marks a pivotal moment for Fonepay and aligns seamlessly with FISOFT Group's mission of nurturing leadership and innovation within its portfolio companies. With Mr. Sashin Joshi at the helm, Fonepay is poised for a trajectory of continued success and advancements in the dynamic landscape of digital payments in Nepal.



### Fonepay Rings in 2024 with 'Fonepay Game Ho' Campaign for Seamless Digital Transactions

Heading into 2024, Fonepay launched its latest campaign, "Fonepay Game Ho," aimed at highlighting the convenience of using Fonepay QR and the ease of instant money transfers through Fonepay Direct (Inter Bank Fund Transfer). The campaign carried a pivotal message: "Let's make 2024 the year of convenience by using Fonepay as your preferred mode of payment." This initiative encouraged individuals to move away from traditional payment methods, embracing a year filled with secure and convenient digital payment options.

Running for five days, from the December 28, 2023, to January 2, 2024, the campaign offered individuals in Qatar the chance to win Mi-Xiaomi 12 smartphones. To qualify, customers simply had to utilize Fonepay Direct and Fonepay QR, or both services, at least five times during the campaign period.

Chief Strategy Officer, Subodh Sharma dal

shared insights into the campaign's motive, stating, "Through this campaign, we are encouraging everyone to integrate Fonepay services into their daily financial routines. Fonepay QR & Fonepay Direct epitomize convenience, and Fonepay is dedicated to empowering individuals and businesses for a seamless and efficient payment experience."

Fonepay consistently prioritizes the safety of its customers' financial transactions, employing encryption and authentication protocols to guarantee secure payments and fund transfers. As with this campaign and more coming in the new year, Fonepay envisions a future where digital payments are not just a trend but a trusted and secure norm in the realm of financial transactions.



### Allardan Exchange Partnership - Connecting Qatar and Nepal

In a bid to fortify its global remittance network, Eswewa Money Transfer, has recently linked two groundbreaking partnerships with esteemed financial institutions. These collaborations promise to streamline and enhance remittance services for the Nepalese diaspora living and working abroad.

Allardan Exchange Partnership - Connecting Qatar and Nepal

Eswewa Money Transfer has solidified a partnership with Allardan Exchange, a prominent remittance company based in Qatar. This collaboration allows Nepalese individuals in Qatar to receive money and remittances to Nepal through Allardan Exchange's extensive network, comprising 16 branches and a user-friendly mobile application.

Beneficiaries in Nepal can receive remittances through over 13,800 dedicated remit agents, 100,000 cash pick-up enabled outlets, agent locations of eSewa, major banks, financial institutions, and directly into their eSewa wallet.



### G.S Cashline Partnership - Strengthening Ties with Cyprus

In another significant move, Eswewa Money Transfer has joined forces with G.S Cashline, a leading remittance company based in Cyprus. This collaboration facilitates Nepalese individuals in Cyprus to send remittances to Nepal through G.S Cashline's 40 branches. The beneficiaries in Nepal can receive funds through various channels, including eSewa's extensive network.

CEO of Eswewa Money Transfer, Mr. Ajesh Korala, highlighted the strategic importance of the partnership, noting that it simplifies and expedites the process of sending money to Nepal from Cyprus. Furthermore, G.S

Cashline offers digital remittance services, adding an extra layer of convenience to the transaction process.

These strategic partnerships mark a significant step forward for Eswewa Money Transfer and align with FISOFT Group's commitment to providing efficient and accessible financial services globally. The collaborations underscore the dedication to empowering the Nepalese diaspora by offering secure, seamless, and technologically advanced remittance solutions.



### Introducing JumJum - our new Ride Sharing Platform!

Dear all, We're sure you've received the recent email from the People & Culture Department, but with such exciting news, we at Pitstop believed we had to ensure it didn't go unnoticed! So, here we are again, thrilled to introduce JumJum, our new ride-sharing platform developed by Nepal Mobility Solutions Pvt. Ltd (One of our newest ventures).

JumJum, Your Faster, Safer, Smarter Mobility Partner, is more than just a ride - it's a platform where fair prices and swift destinations are guaranteed. Following our core values at FISOFT, JumJum aims to build a trustworthy relationship between riders and passengers, maintaining integrity, following through with grit, approaching customers and riders with empathy, and always being respectful with their services.

With key features such as scheduling a ride (allowing passengers to pre-book a

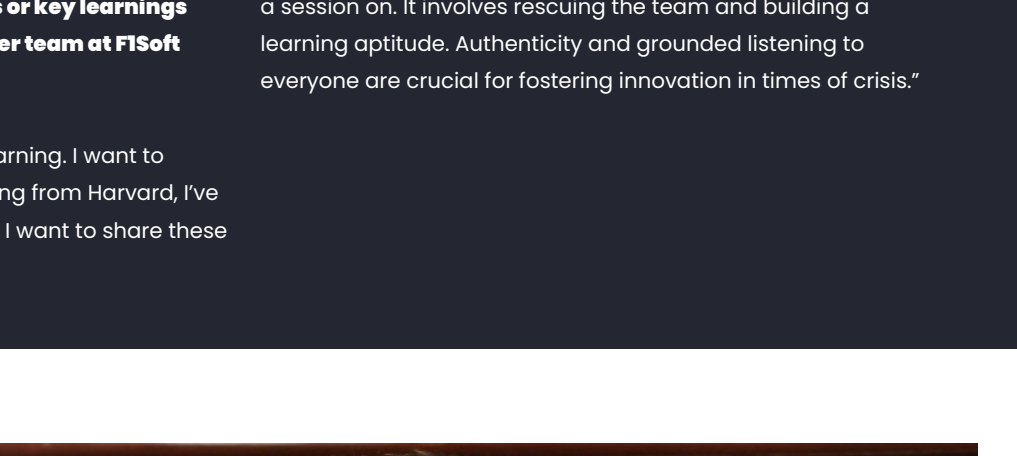
ride for a selected time) and directional riding (granting drivers the liberty to accept rides heading towards their destination), JumJum promises innovation in the realm of ride-sharing platforms. With other features such as a sleek and user-friendly interface, customizable rides, seamless payment options and live tracking the platform bound to please its users.

Furthermore, for our FISOFT family, an exciting offer awaits those who download and book a ride. As a member of the FISOFT Group, you can enjoy an exclusive 100% discount (up to Rs. 200) on your first 5 trips using the promo code "FISOFT00". This latest addition to our verticals is now live and accessible on both Android and iOS platforms. So, what are you waiting for!

Download Now!!  
Link: <https://onelink.to/w8msbg>

## A WHIRLWIND EXPERIENCE AT HARVARD: A RECOUNT WITH MR. ABHISHEK CHHETRI, CHIEF OF STAFF AT FISOFT

Meet Abhishek Chhetri, Chief of Staff(COS) at FISOFT Group, whose journey from an executive assistant to the current COS position is nothing short of inspiring. Recently, he embarked on a remarkable adventure - the Chief of Staff Executive Leadership Program at Harvard Business School.



As Abhishek dal took center stage at Harvard, Pitstop seized the opportunity to delve into his transformative experience and glean insights that could benefit FISOFT Group and the broader business landscape in Nepal. Being a member of the COS Global Association with 50 distinguished COS colleagues, the program wasn't just about learning; it was about networking with professionals from various corners of the globe. The theme was clear - here, collaborate, and learn from each other.

**A whirlwind of an experience let's hear a recount of it in Abhishek dal's words below:**

"I was nervous and excited as I joined a cohort of 60 participants hailing from diverse industries - Sales, Marketing, Finance, and even government agencies like the US State government. The program aimed to create a network, and right from the start, we were assigned living groups of eight, fostering a sense of camaraderie as we got to know each other, living in close proximity and sharing a common room.

The first day was a revelation - exploring the sprawling Harvard campus and soaking in the beauty of Harvard and Boston during the fall. The schedule was intense, with 16 case studies to analyze daily, classes running from 8:30 AM to 6 PM. Harvard took care of the basics - food, gym, and an environment tailored for optimum study. "You just study; we will take care of you," seemed to be the Harvard mantra.

The program, crafted by seasoned Harvard professors who transitioned from COS positions to teaching, emphasized the core responsibilities of a COS: Leadership, Innovation, Possibilities, Teamwork, Negotiation, Feedback, and Crisis Management through specially curated classes on the topics. Personally, I enjoyed the Negotiation class. We were assigned an 8-person separate affinity group, examining the same case from different perspectives - Microsoft Hydrocort, ITC, and governments. There was a dispute, and each student was assigned one party, such as ITC or the locals. Then, the students in the affinity group would proceed with negotiations. These negotiations were filmed and showcased in the cohort class of 60, where the different parties assigned in the other groups would offer their feedback on how each handled the case. The interactive class, lasting 3.5 hours, was a rewarding experience, and I was fortunate to be there during the picturesque fall.

The people I met at Harvard were refreshingly humble, and Harvard Square provided the perfect backdrop for casual leisure and networking. Making friends and building connections felt natural, and I can now call up fellow COS members from other countries for a cup of coffee and a chat when I visit their respective country.

At the end of the program at Harvard, it was not a regular certificate handover. Instead, each living group was tasked with writing up the good and bad points of the other members of the group. All these write-ups would be

compiled and assigned to the participants to hand over to each other, rather than just receiving a certification that indicated the completion of the course. In the end, it was refreshing and highly interactive.

From my time at Harvard, I learned that you have to be authentic. The key to building a network is being authentic and genuine, avoiding the use of flamboyant talks but instead showing your genuineness."



## EXTRA!! ADDITIONAL Q&A SESSION

Diving into the nitty gritty we got down and explored the more business side of the programme tool

**Q1: Have any potential connections or collaborations emerged from this experience?**

"Yes, I see potential for collaboration, especially with Ghana CH Holdings. Us COS's from both our companies have connected our chairmans and believe this could lead to meaningful collaborations."

**Q2: In what ways do you envision applying the knowledge and skills acquired at Harvard to your role as the Chief of Staff at FISOFT Group?**

"I recently held a session with the CXOs where I shared some of my key learnings. I plan to share these insights more broadly within FISOFT, gradually moving from knowledge sharing to execution."

**Q3: How do you plan to share the insights or key learnings from the Harvard session with the broader team at FISOFT Group?**

"I don't want to limit myself to personal learning. I want to share knowledge extensively. Since returning from Harvard, I've noticed significant changes in myself, and I want to share these

insights here at FISOFT that I believe can be applicable to the business."

**Q4: How does attending sessions like the one at Harvard contribute to fostering a culture of continuous learning within FISOFT Group?**

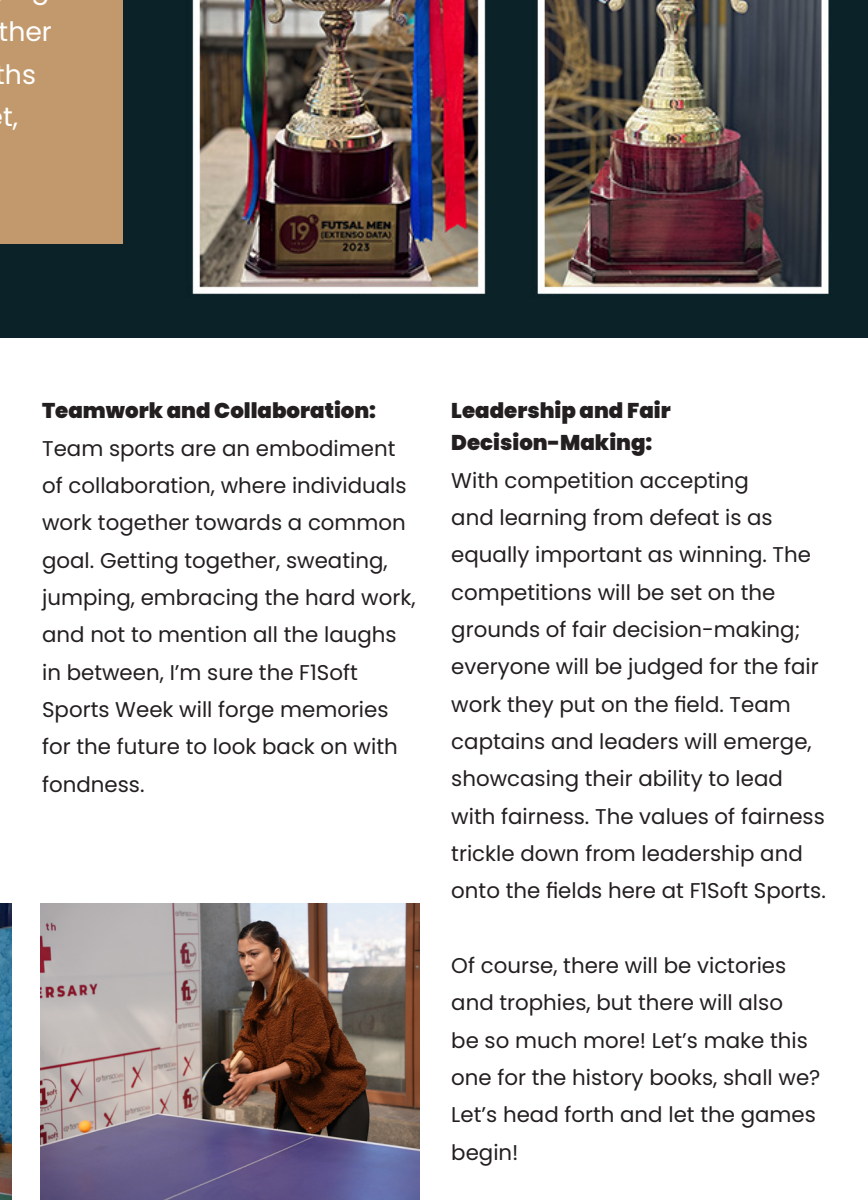
"The learning process never stops; you have to learn and always keep up to date with content. Learning was so powerful at Harvard, making networking and conversations easy and enjoyable. The appetite for learning is something everyone should have so you can fully grow as to your potential, but instead showing your consciousness, critical thinking, and a desire to continuously improve."

**Q5: Based on your experience at Harvard, are there specific areas or topics you would like to explore further in future learning opportunities for yourself or the FISOFT Group team?**

"Crisis Management is an area I recently explored and took a session on. It involves assessing the team and building a learning attitude. Authenticity and grounded listening to everyone are crucial for fostering innovation in times of crisis."

## LIVING THE VALUES: POSITIVITY IN WORK WITH EMPATHY

In the dynamic realm of FISOFT, where innovation drives every heartbeat, empathy takes center stage, extending its influence from product development to team dynamics. Within the Business Growth Cell at eSewa, the pivotal RRR (Review, Reflection, and Research) approach places a special emphasis on the intrinsic value of empathy. Recognizing the significance of mental well-being and diverse perspectives, the Business Growth Cell, under the leadership of Santosh Neupane, intertwines empathy into its fabric. To gain insights into Santosh dal's views on empathy and what living this value means to him, let's delve into the insightful conversation we had with him:



### In your own words, what does Living with Empathy mean to you?

Living with empathy involves actively seeking to understand and share others' feelings. It's about considering diverse perspectives, listening and responding compassionately, and recognizing emotions and needs. Empathy isn't merely a corporate value; it stands as an indispensable element for navigating the diversity inherent in our teams and cultivating positive connections.

### How do you integrate empathy into the decision-making process within the Business Growth Cell department at eSewa? Can you share a specific example where empathy played a crucial role in achieving a positive outcome or fostering a stronger client relationship?

Empathy is a guiding principle in decision-making within the Business Growth Cell. This involves considering the impact on various stakeholders, understanding their perspectives, and making decisions that prioritize both business goals and individual well-being. It is also crucial to seek input from team members, customers, or partners and remain open to feedback.

### Example of Empathy in Action - "One Day at eSewa"

Empathy was at the core of the "One Day at eSewa" initiative, aimed at fostering collaboration between customer service representatives (CSRs) and the leadership team. This involved spending time with the CSR team, taking live calls, and understanding their challenges. The initiative led to a stronger sense of care and value among the CSR team, resulting in various positive outcomes, including morale boost, stress alleviation and skill enhancement.

### In the context of fostering a culture of empathy, how does your department ensure that team members understand and embody FISOFT's core values? Can you highlight any initiatives or practices that have been particularly effective in promoting empathy among team members?

The Business Growth Cell reinforces team members' understanding and embodiment of FISOFT's core values by recognizing and respecting diverse backgrounds, fostering a sense of brotherhood, and promoting meaningful connections. Flexible work arrangements, voting opinions, inclusion of diverse perspectives in decision-making, and open communication contribute to a supportive environment that aligns with FISOFT's values. An open-door policy and regular communication further ensure cohesion and empathy within the team.

### Considering the fast-paced nature of the fintech industry, how do you and your team balance the need for rapid innovation and growth while maintaining a strong emphasis on empathy? Are there specific strategies or frameworks in place to ensure that customer needs and experiences are not compromised in the pursuit of business expansion?

Harmonizing innovation and empathy requires acknowledging the diverse needs of both the team and customers. Empathy is a fundamental aspect of innovation, as its success hinges on a profound understanding of customer needs, desires, and challenges. The Business Growth Cell comprehends the delicate interplay between innovation and the backgrounds of stakeholders, maintaining an unwavering customer-centric focus. Consistent engagement with customers through customer contact, surveys, and regular outreach enables a thorough comprehension of their problems and requirements. This, in turn, validates assumptions and propels business expansion without sacrificing empathy.

### Empathy often involves understanding diverse perspectives. How do you encourage diversity and inclusion within the team, and how does this diversity contribute to more empathetic approach in addressing the needs of eSewa's clients and partners?

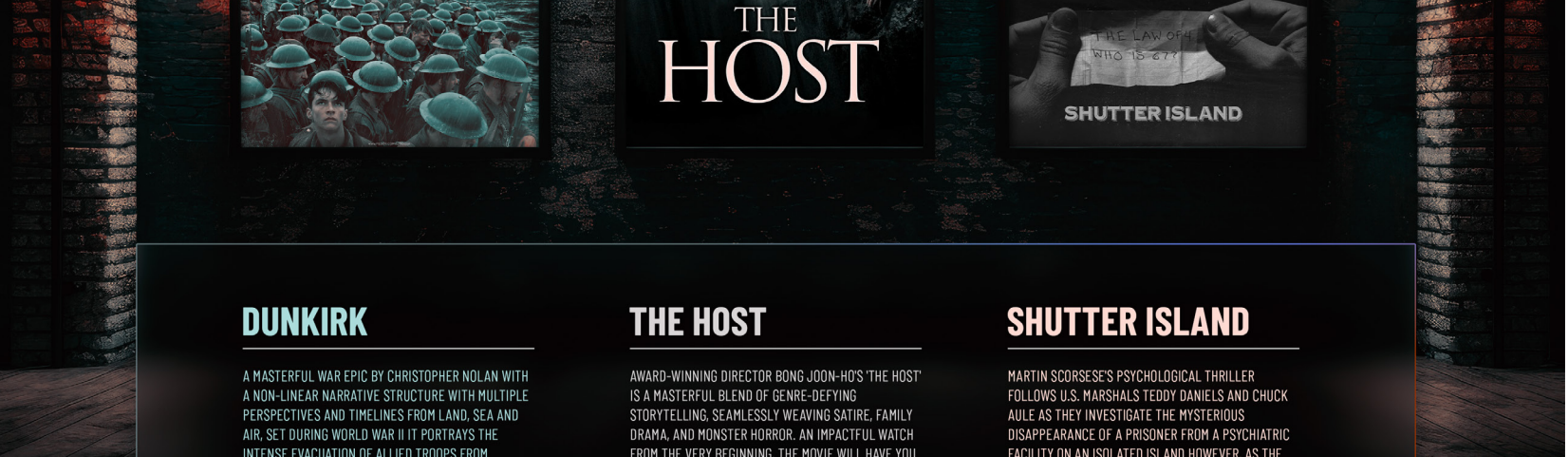
The Business Growth Cell actively promotes diversity and inclusion, celebrating differences among team members. Our approach involves

creating an inclusive environment that values diverse backgrounds, experiences, and perspectives.

We ensure that team members, regardless of their education, age, gender, belief system, geographical location, or work experience, are treated with equality and respect. This diversity contributes significantly to fostering a more empathetic approach in addressing the needs of eSewa's clients and partners. By having a team with varied experiences and viewpoints, we can better understand the diverse needs and expectations of our clientele. This inclusivity allows us to develop comprehensive solutions that resonate with a wide range of users. In essence, our commitment to diversity and inclusion not only strengthens our team internally but also enhances our ability to empathize with and cater to the diverse user base of eSewa's clients and partners.

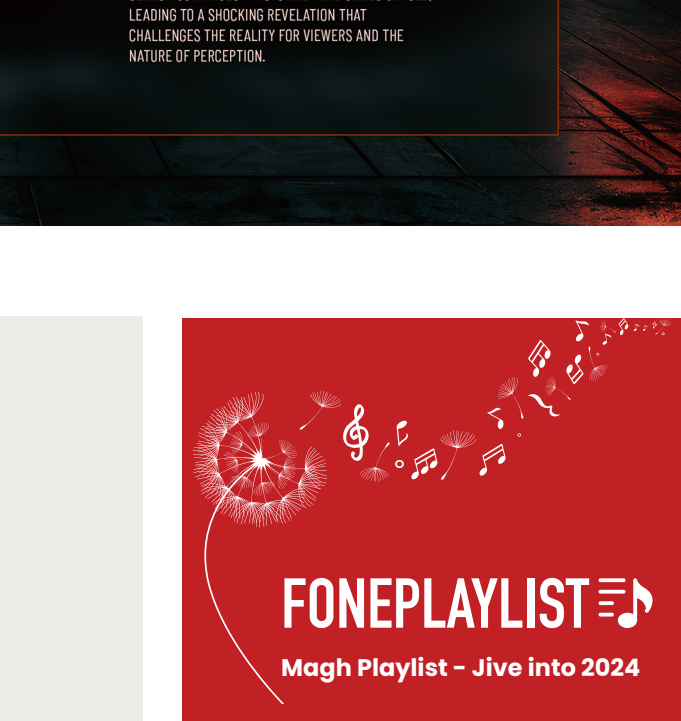
### Empathy is a dynamic quality that requires continuous development. How does the leadership within your team actively support the ongoing growth of empathy among team members?

Leadership within the Business Growth Cell actively supports the ongoing growth of empathy by prioritizing mental and physical well-being, championing empathy-focused initiatives, and modeling empathetic behavior. This support creates an environment where team members feel valued, leading to increased collaboration and a positive work atmosphere. Simple gestures, such as greeting each other, inquiring about well-being, offering help, listening actively and expressing gratitude, contribute to ongoing growth and a positive work environment. I believe leading by example is crucial, and practicing empathy in everyday actions sets a positive example for the team, encouraging them to follow suit.



## TIGER on a CLIFF - ACCELERATING FAIR PLAY: FISOFT'S SPORTS 2024, FAIRNESS FOR THE WIN

Get ready to relive the excitement of the unforgettable FISOFT Sports episode of 2023! Gear up, champions, for a fresh, new episode of FISOFT Sports 2024. Meet more than a mere competition; it's an opportunity to collaborate in all fairness, push your limits, and revel in the power of teamwork, all while having a blast. Bringing together all FISOFT Group employees on the same playing field, dismantling the structure, and looking at each other on equal ground; collaborating to reach greater lengths and create lasting memories. At the FISOFT Sports Meet, the value of fairness takes center stage.



### Leveling the Playing Field:

FISOFT Sports provides a unique platform where employees from different verticals converge onto the same playing field. Whichever vertical you may be from, during these events, everyone becomes a player. This equalizing force sets the stage for a shared experience, where fairness isn't just a concept but a tangible reality.

### Embracing Diversity and

Everyone, we repeat, everyone is welcome to participate, setting aside positions. In fact, we're embracing diversity, including players from interns to managers, and coming together to collaborate as a team. A melting pot of talents—can't wait to see the fabulous teams, with each employee contributing their own unique skill and perspective.

### Teamwork and Collaboration:

Team sports are an embodiment of collaboration, where individuals work together towards a common goal. Getting together, sweating, jumping, embracing the hard work, and not to mention all the laughs in between, I'm sure the FISOFT Sports Week will forge memories for the future to look back on with fondness.

### Leadership and Fair Decision-making:

With competition accepting and learning from defeat is as equally important as winning. The competitions will be set on the grounds of fair decision-making; everyone will be judged for the fair work they put on the field. Team captains and leaders will emerge, showcasing their ability to lead with fairness. The value of fairness trickle down from leadership and onto the fields here at FISOFT Sports.

