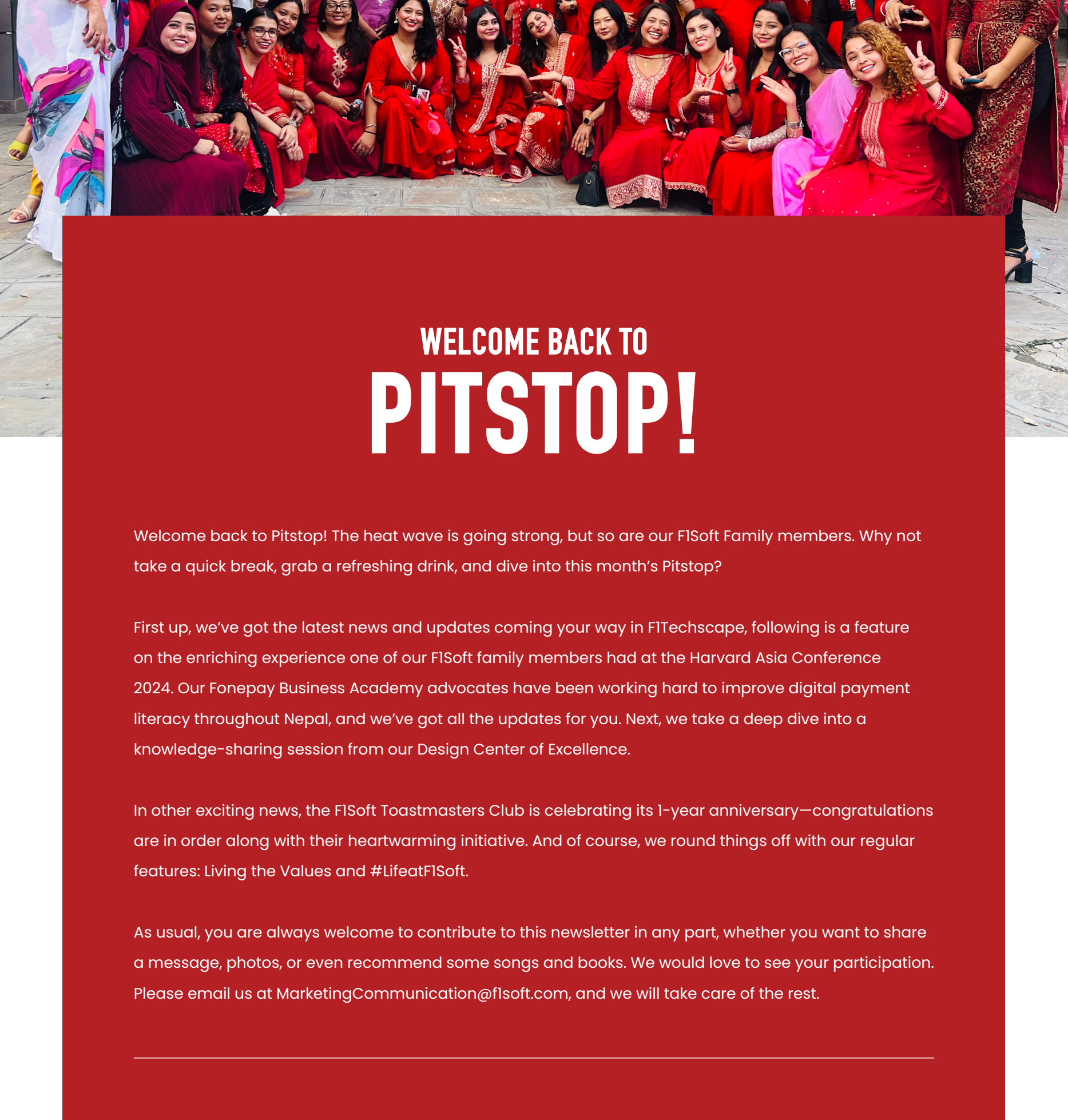


PITSTOP[®]FiSoft

INTRODUCING eVA: NEPAL'S FIRST PAYMENT ENABLED VIRTUAL ASSISTANT,
UNCHARTED INSIGHTS AT DESIGN COE, TEEJ CELEBRATIONS AT FISoft AND MORE!



WELCOME BACK TO PITSTOP!

Welcome back to Pitstop! The heat wave is going strong, but so are our FiSoft Family members. Why not take a quick break, grab a refreshing drink, and dive into this month's Pitstop?

First up, we've got the latest news and updates coming your way in FiTechscape, following is a feature on the enriching experience one of our FiSoft family members had at the Harvard Asia Conference 2024. Our Fonepay Business Academy advocates have been working hard to improve digital payment literacy throughout Nepal, and we've got all the updates for you. Next, we take a deep dive into a knowledge-sharing session from our Design Center of Excellence.

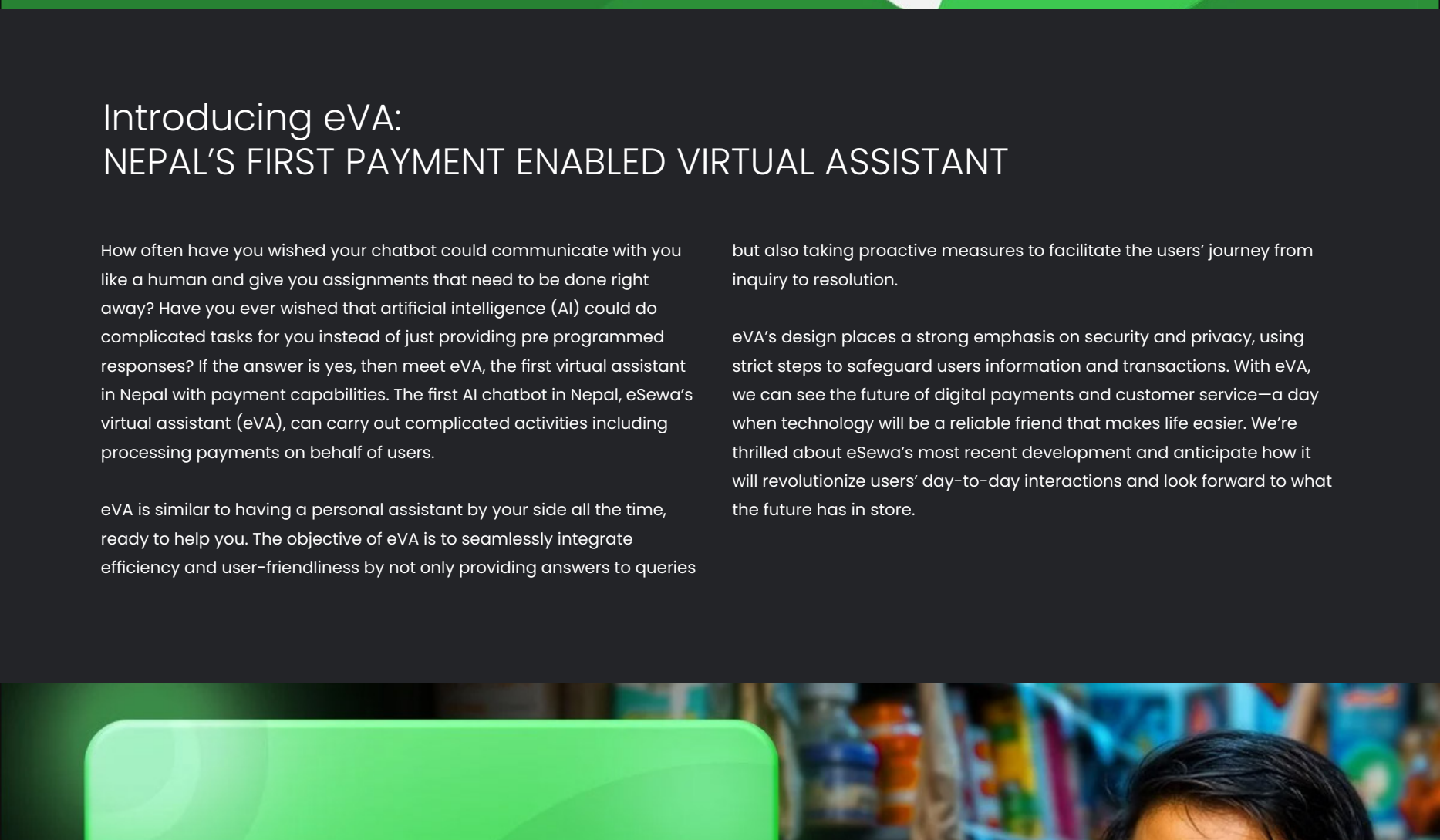
In other exciting news, the FiSoft Toastmasters Club is celebrating its 1-year anniversary—congratulations are in order along with their heartwarming initiative. And of course, we round things off with our regular features: Living the Values and #LifeatFiSoft.

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 MarketingCommunications@fisoft.com, and we will take care of the rest.

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- Fonepay Business Academy Updates
- Uncharted Insights: A Knowledge Sharing Session and Farewell at Design CoE
- FiSoft Toastmasters Club Celebrates Anniversary with Book Drive
- Living the Values—Moving Forward with Empathy
- #LifeatFiSoft

F1 TECHSCAPE



eSewa stories

eSewa STORIES: REAL PEOPLE, REAL EXPERIENCES

Adding to its repertoire of spectacular campaigns, eSewa has launched another exciting project—“eSewa Stories,” a new series designed to show how eSewa has made life easier for different people all around Nepal.

“eSewa Stories” is all about telling the real-life experiences of people who use eSewa. eSewa is going to be collaborating with different personalities to share their stories about how eSewa fits into their daily routines. These stories aren't just promotional material—they're personal experiences that show how easy and useful eSewa can be.

By tuning in, you'll see the real benefits of eSewa through the everyday tasks and transactions of actual users. You'll discover how others are leveraging eSewa to improve their lives, offering inspiration and practical ideas for your own use. Plus, these stories feature familiar faces and relatable experiences that make clear benefits of using eSewa and are accessible, so be sure to stay tuned to eSewa's various social platforms to look out for eSewa Stories Video!

eVA

eSewa Virtual Assistant



Introducing eVA: NEPAL'S FIRST PAYMENT ENABLED VIRTUAL ASSISTANT

How often have you wished your chatbot could communicate with you like a human and give you assignments that need to be done right away? Have you ever wished that artificial intelligence (AI) could do complicated tasks for you instead of just providing pre-programmed responses? If the answer is yes, then meet eVA, the first virtual assistant in Nepal with payment capabilities. The first AI chatbot in Nepal, eSewa's virtual assistant (eVA), can carry out complicated activities including processing payments on behalf of users.

eVA is similar to having a personal assistant by your side all the time, ready to help you. The objective of eVA is to seamlessly integrate efficiency and user-friendliness by not only providing answers to queries

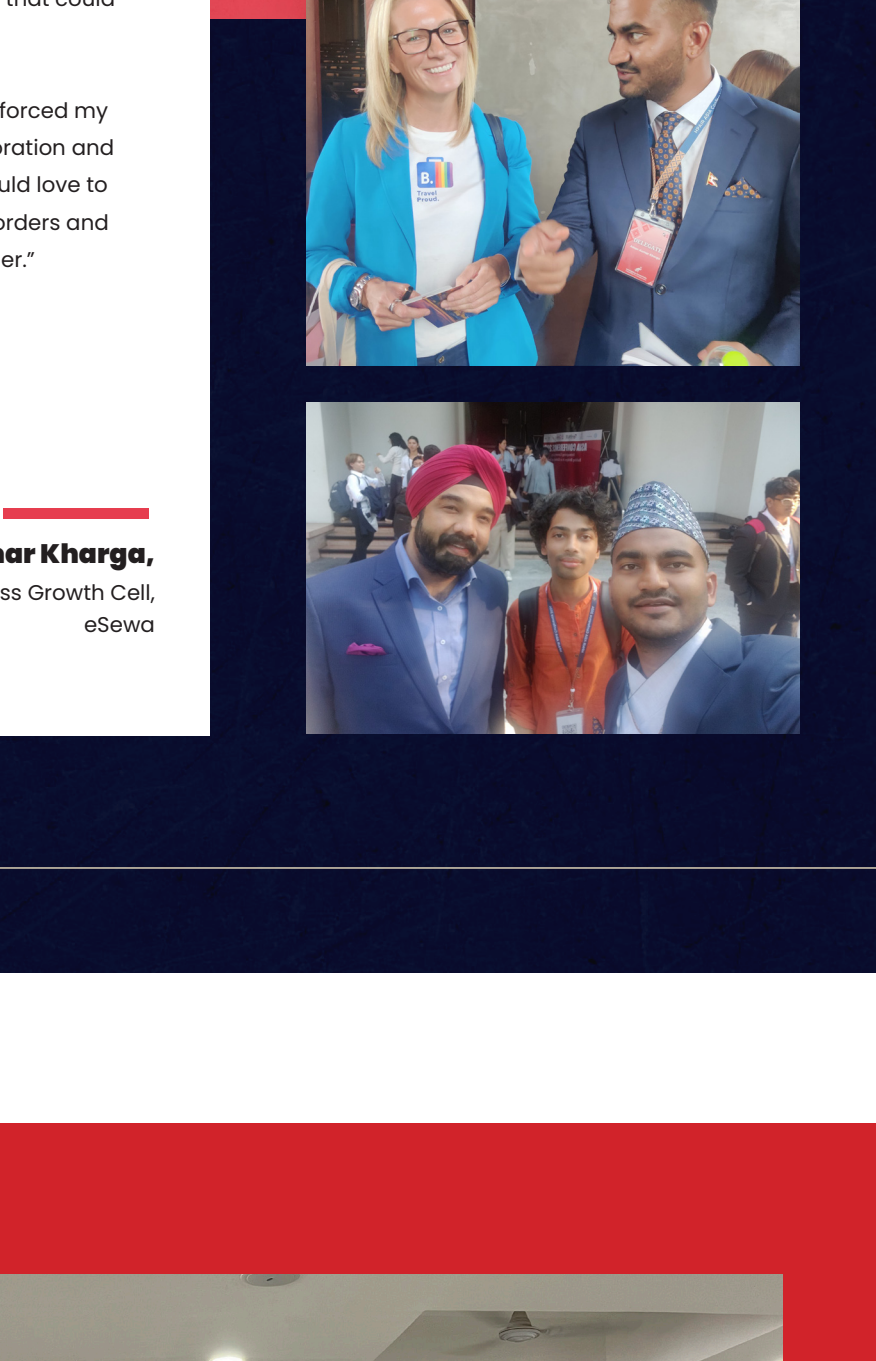
but also taking proactive measures to facilitate the user's journey from inquiry to resolution.

eVA's design places a strong emphasis on security and privacy, using strict steps to safeguard user information and transactions. With eVA, we can see the future of digital payments and customer service—a day when technology will be a reliable friend that makes life easier. We're thrilled about eSewa's most recent development and anticipate how it will revolutionize users' day-to-day interactions and look forward to what the future has in store.

Introducing easyloan

easier funds, easiest process

#NepalKoPahilo



INTRODUCING EASYLOAN by eSewa

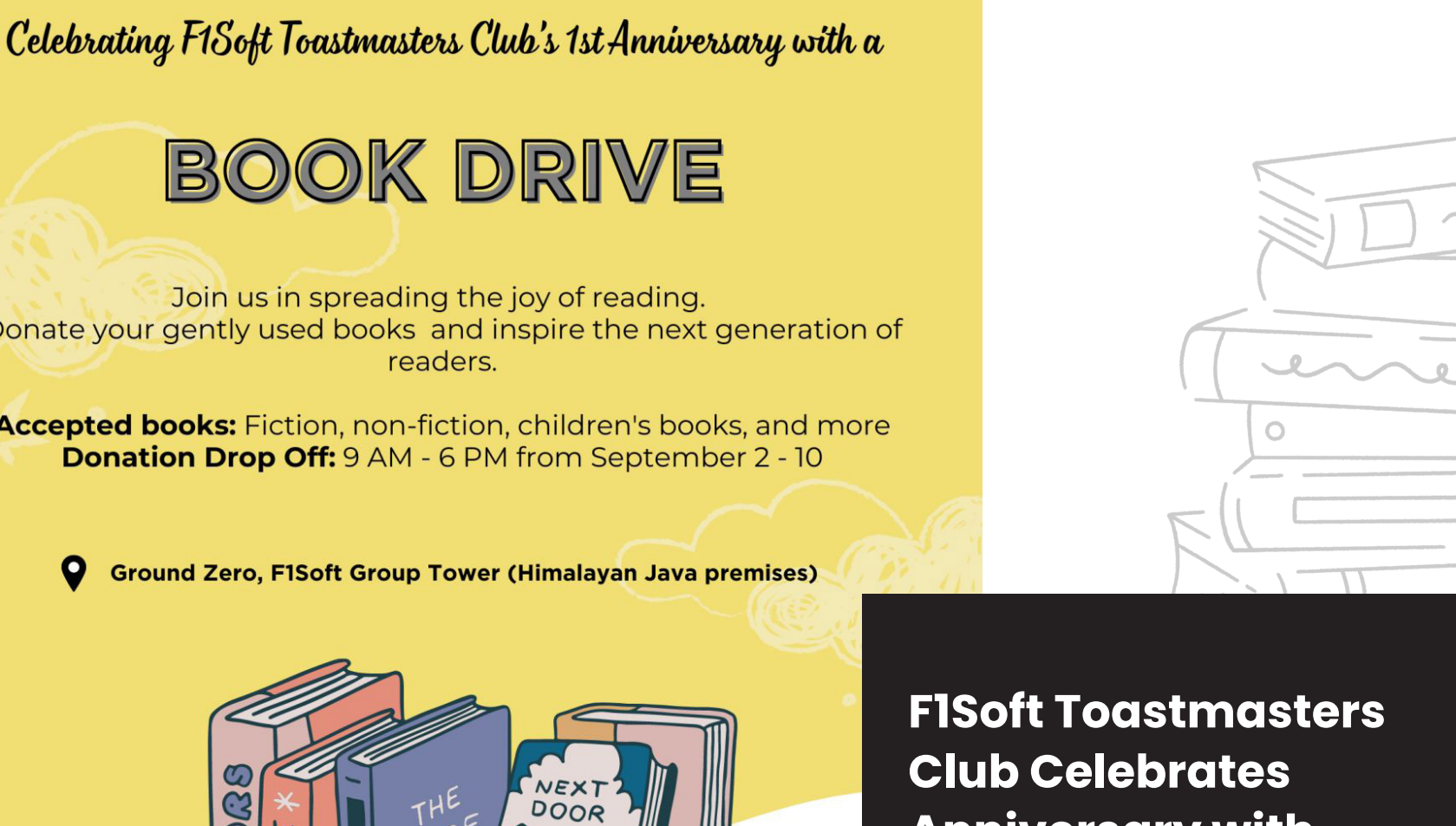
Introducing eSewa's latest feature, easyloan, a simple way to this process where eSewa agents can now apply for and receive loans quickly and easily through the eSewa App. With the launch of its easyloan, eSewa is setting a new standard in the financial technology sector, making it easier for small business owners to secure the emergency funds they need, all within just a few seconds.

To be eligible to apply to easyloan agents need to have their KYC verified in eSewa, valid PAN and a business registration certificate, be active on eSewa for at least six months, participate in both international and domestic ticketing and must have regularly uses utility services including top-up from the app.

For the assessment criteria please find the details on: <https://blog.esewa.com.np/esewa-easyloan/>

The financial superpower you'll always have at your fingertips is Financial Services, agents can obtain easyloan instantaneously with ease, intelligence, and no collateral with just a few taps—thanks to easyloan. Easyloan offers a simple application process, no hidden costs, speed and dependability, security, and transparency. This feature was created specifically to give eSewa agents the instruments and resources they require in order to be successful. With quick and dependable financial support, eSewa hopes to assist you in realizing your business objectives and expanding alongside eSewa.

Enriching Experience at Harvard Asia Conference 2024 in Bangkok, Thailand



ASIA CONFERENCE 2024

Reimagining Connectivity: Building Bridges in a Globalized Society

Being selected from 50,000+ applicants globally, one of our FiSoft group family members, Aman Kharga, Senior Associate, eSewa, recently had the privilege of attending the Harvard College Projects for Asian & International Relations (HPAIR) conference, meeting the inspiring delegates from around the world, each bringing unique perspectives and ideas. The exchange of knowledge and culture was bound to be enriching and here is an account of what Aman had to say about his experience—

National University of Singapore, about the shifting dynamics of the global economy. His perspective was both enlightening and inspiring.

I was also honored to meet the Managing Director & Vice President of Asia Pacific of Booking.com. After a great conversation, I invited her to visit Nepal, a country with immense potential in the tourism sector. I'm excited about the possibilities for eSewa hotels that could arise from this connection.

Networking at HPAIR has reinforced my belief in the power of collaboration and cross-cultural dialogue. I would love to foster stronger ties across borders and drive positive change together.

The highlight was the opportunity to connect with industry leaders. I had a productive discussion with Amonpreet Singh Bajaj, General Manager of AirbnB India, Southeast Asia, Hong Kong, and Taiwan, about the evolving landscape of travel and hospitality in our region. His insights were invaluable, and I look forward to seeing how AirbnB continues to innovate. My conversation with him focused on evolving landscapes of travel & hospitality in Nepal and I invited him to FiSoft Group.

I also had the opportunity to discuss with Danny Quah, Professor of Economics at

Senior Associate - Business Growth Cell, eSewa

At Cogent Health, Sudin Dal oversaw a rigorous user-centered research methodology for ten years, concentrating on comprehending users in a variety of verticals. His work delves deeply into the unexpected realities that surfaced during field study, going beyond theoretical considerations. For him, this was more than simply a job; it was about taking ownership of the work, looking at the real user experience and elevating users' perspectives into the design process. In his parting session, he imparted priceless knowledge from his tenure at Cogent Health, detailing how real-world research showed obstacles that could never have been predicted from a theoretical perspective. His work highlighted the idea that real design involves being outside the workplace and observing how people interact with it.

Sudin Dal worked for five years at Cogent Health, where he oversaw the redesign of several products, before then moving to Fonepay where he worked on many projects including Buy Now, Pay Later (BNPL) options. Since Cogent Health was FiSoft's sole health-tech product at the time, his work there stood out. Modern technologies were being incorporated into the Hospital Management Information System (HMIS) Version 1 to create a web-based platform. His team focused on enhancing the Electronic Medical Record (EMR) system through study at several institutions, such as Birendra Sansik Hospital, Everest Hospital, and others.

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