

PITSTOP

WELCOME BACK TO PITSTOP!

As the autumn breeze carries the scent of mangoes and the skies shimmer with the colors of festivity, Dashain fills the air with joy, laughter, and the timeless rhythm of tradition. The sound of blessings, the warmth of family gatherings, and the playful spirit of swings and kites remind us of the beauty of togetherness.

We hope everyone had a wonderful time celebrating this greatest festival of our country, surrounded by family and loved ones, creating moments of happiness that will remain cherished for a long time. Sit back, relax, and let's explore the latest edition of Pitstop together. There's a lot of exciting stories and updates waiting to be discovered.

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@f1soft.com, and we will take care of the rest.

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F1ARL

Advanced Research Lab

INFRA ARL Executive Committee Elections Happening This October

As INFRA ARL approaches the conclusion of a productive term, the club reflects on a year of remarkable growth—strengthening collaboration across the Systems, DevOps, Database, Security, and Network teams, advancing research initiatives, and nurturing a culture of learning and innovation within the F1ARL ecosystem. Building on this strong foundation, INFRA ARL now invites nominations for its upcoming Executive Committee positions: President, Vice President, Secretary, Vice President for Public Relations, Vice President for Research &

Development, and two Executive Members. Eligible members—those with at least six months of active participation and a demonstrated commitment to the club's activities—are encouraged to apply. The nomination period closes at 10 PM on 16 October 2025. Followed by the voting session at 9:30 AM on 30 October 2025. This election presents a valuable opportunity for members to lead, collaborate, and contribute to shaping the future of infrastructure excellence at F1ARL.



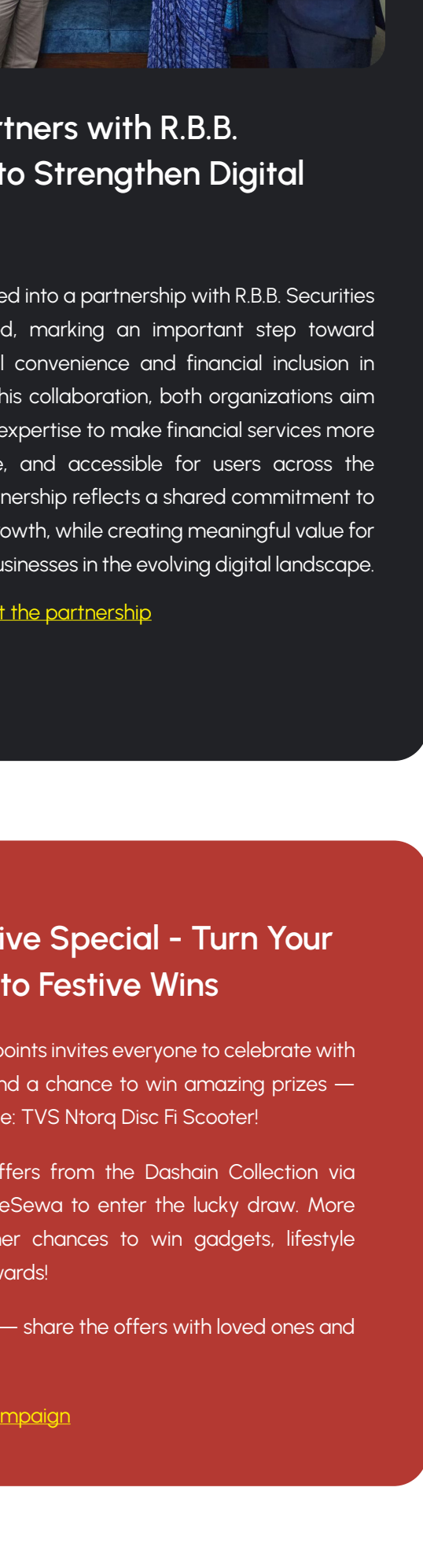
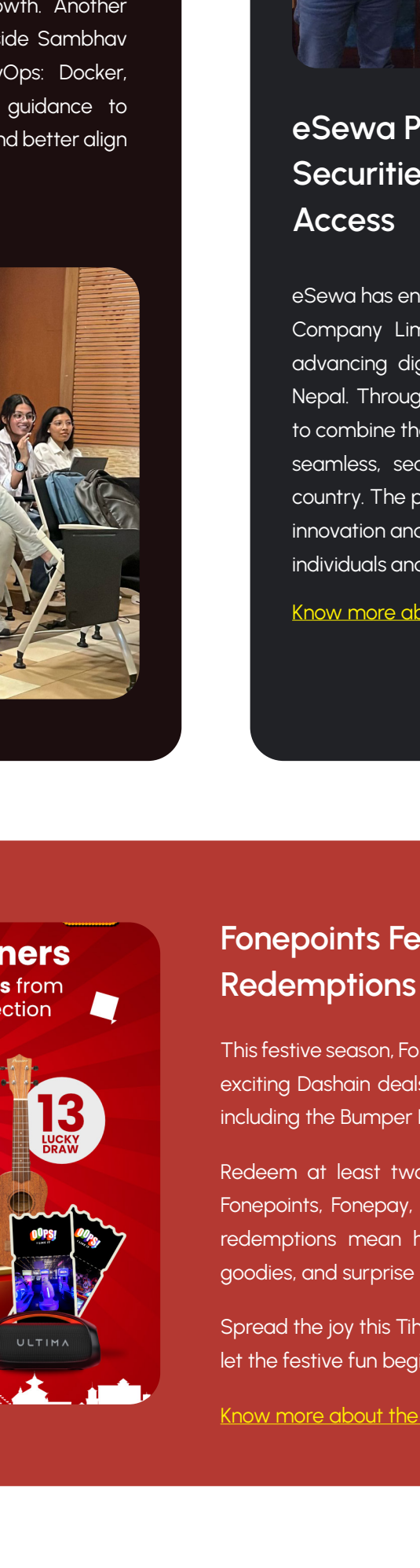
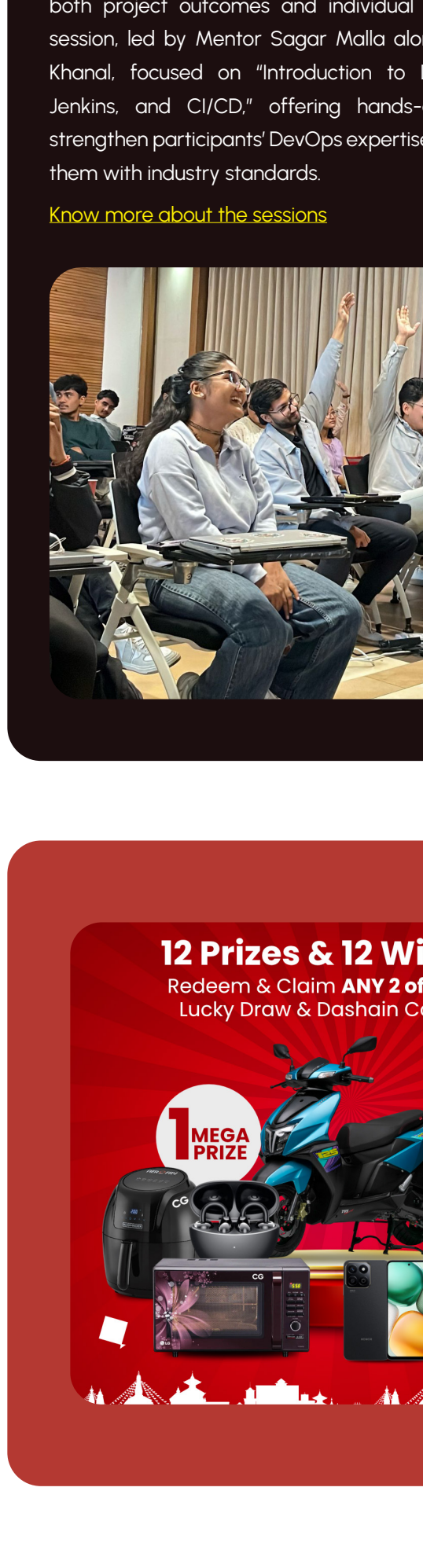
fone pay student ambassador Season 2 2025

Fonepay Student Ambassador 2025 Concludes with Enthusiastic Participation

The Fonepay Student Ambassador (FSA) program recently wrapped up its latest edition, marking another successful chapter in Fonepay's mission to inspire and engage young changemakers in the digital payment ecosystem. The program brought together over 150 students forming 75 dynamic teams from various colleges, all competing to showcase creativity, innovation, and leadership in promoting cashless transactions and digital awareness.

After weeks of insightful activities, engaging challenges, and campus-level campaigns, the team from Kshitiz International College, Butwal emerged as the first-place winner, earning one MacBook each for the two team members. Additionally, outstanding individual performances were recognized through special 5 challenge rewards, with students from Kshitiz International College, Butwal, Kathford International College, Lalpur and Thames International College, Kathmandu winning earbuds for their impressive efforts. The FSA program continues to serve as a meaningful platform for students to explore fintech innovations, develop leadership skills, and advocate for digital empowerment.

[Click here to Read more](#)



Fonepay Business Academy Hosts Insightful Session on Cross-Border Payments

Fonepay Business Academy recently organized an insightful workshop on "Cross-Border Payments: Opportunities, Risks & Challenges," bringing together key stakeholders including members, BFs, and digital wallets. The session explored emerging opportunities in international transactions, highlighted crucial compliance and risk factors, and discussed challenges shaping the future of cross-border payments. Through such thoughtful initiatives, Fonepay Business Academy continues to foster learning and strengthen the foundation of Nepal's growing digital payment ecosystem.

[Know more about the session](#)

Esewa Money Transfer Reappoints Ms. Swastima Khadka as Brand Face

Esewa Money Transfer has reappointed renowned actress Swastima Khadka as its Brand Face, reaffirming its commitment to promoting safe, reliable, and formal remittance channels for Nepalis around the world. Swastima has been associated with the brand since its early days, traveling across Nepal and abroad to connect with customers and spread awareness about the importance of formal remittance systems, reflecting on the continued partnership, she shared her joy in being part of Esewa Money Transfer's journey and its efforts to make global remittances more accessible and impactful for Nepali families.

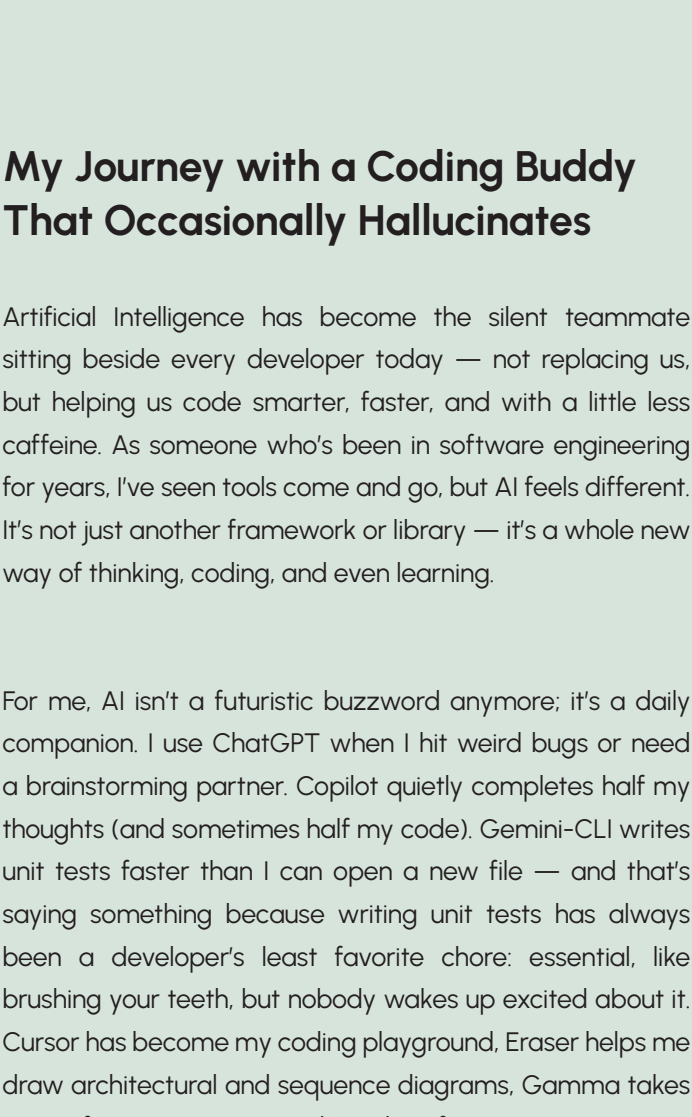
[Click here to Read more](#)



eSewa Continues Career Climber Series with Engaging Learning Sessions

Continuing its Career Climber Series, eSewa organized two insightful sessions aimed at enhancing participants' technical and professional skills. In one session, Mentor Suguna Shakya shared valuable insights on "Test Early, Test Often: Practical QA Strategies for Projects & Career," emphasizing how effective testing practices can improve both project outcomes and individual growth. Another session, led by Mentor Sagor Malla alongside Sambhav Kharel, focused on "Introduction to DevOps: Docker, Jenkins, and CI/CD," offering hands-on guidance to strengthen participants' DevOps expertise and better align them with industry standards.

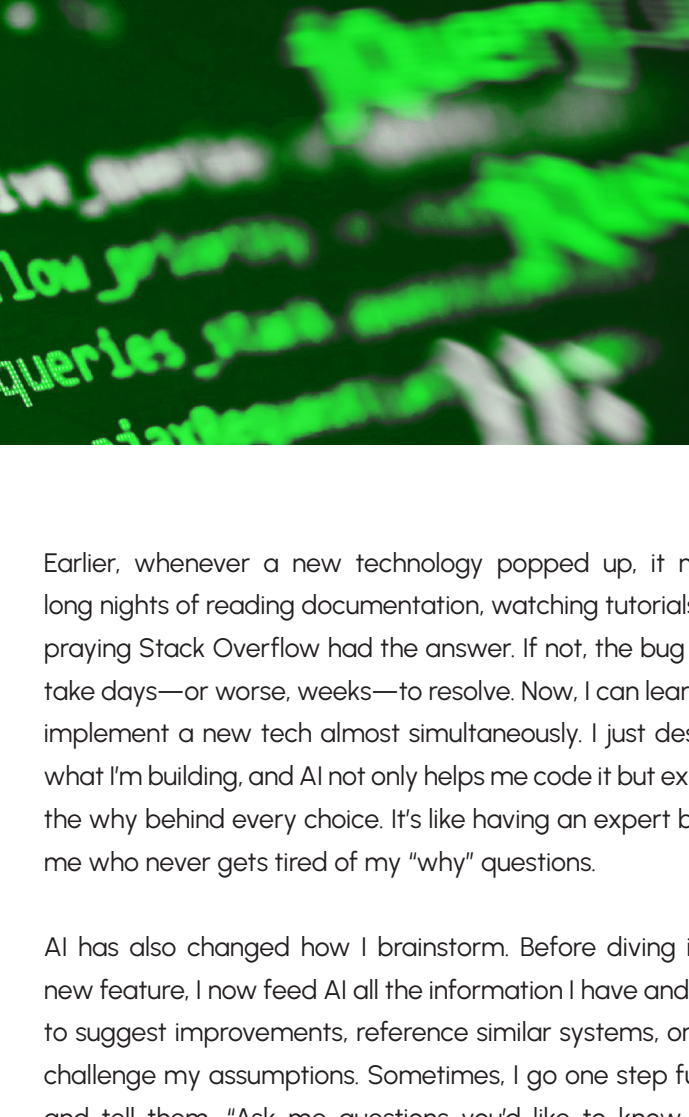
[Know more about the sessions](#)



eSewa Partners with R.B.B. Securities to Strengthen Digital Access

eSewa has entered into a partnership with R.B.B. Securities Company Limited, marking an important step toward advancing digital convenience and financial inclusion in Nepal. Through this collaboration, both organizations aim to combine their expertise to make financial services more seamless, secure, and accessible for users across the country. The partnership reflects a shared commitment to innovation and growth, while creating meaningful value for individuals and businesses in the evolving digital landscape.

[Know more about the partnership](#)



The Best Design is Invisible - My Learning from Three and a Half Years at FISOft

When I joined FISOft three and a half years ago, I thought I knew what design was. I had the skills and the tools. What I didn't understand was this: the best design work is the kind people never notice. There's something special about watching someone use what you've designed without pausing or getting confused. They just... do it. No hesitation, no frustration. It feels so natural that it becomes invisible. I once spent hours perfecting a button placement that most people would never consciously see. A colleague asked why I was obsessing over something "invisible." But that's the whole point. When someone sends money without worry, when they find what they need without stress, that smooth experience is the real work.

Working at FISOft has given me a front-row seat to something remarkable. The company has changed how millions of people in our region handle money. Many get access to financial services for the first time. Being part of this transformation taught me that design choices carry real weight. A simple sign-up process isn't just "nice to have." It's the difference between someone getting access to banking or giving up. A clear error message isn't just good writing; it's a comfort for someone making their first digital payment.

These experiences have fundamentally changed how I approach problems. I used to jump straight to solutions. "How do we fix this?" Now I start differently. "Why does this bother people? What are they actually trying to do?" This shift in thinking changed everything. Understanding the real problem, the emotion behind it, matters more than finding a quick fix. And nothing teaches you this better than talking directly to the people who use what you design. Their honest reactions, their struggles, their small victories tell you things no amount of data ever could. It's something I believe we should focus on more, because real understanding comes from real conversations.

But I didn't learn this alone. The best ideas don't come from one person. They come from honest conversations, collaborative sessions, and feedback that challenges you. My fellow designers have been incredible. They're the ones who see what I miss, who question my assumptions, and who push me to think differently. Sometimes a simple "What if we tried this instead?" opens up possibilities I never considered. The developer who explains why your idea won't work is uncomfortable question you need to hear. My team taught me to stay flexible with ideas but firm on goals. That's where good work happens.

Through all of this, one thing has become crystal clear: empathy is everything. It's not about making things look pretty. It's about understanding people. The person sending money to their mom doesn't care about your design awards. They care if the money arrives on time. That loading icon? For someone checking their balance with anxiety, it's not just an animation, it's a moment of stress.

This is what I've come to understand about design. It isn't really about screens and buttons. It's about connecting people to what they need, simply, clearly, and kindly. When we make something easier to use, we're respecting someone's time. When we explain things clearly, we're treating people with respect. When we add a small moment of delight, we're saying you matter.

After three and a half years, I know this: we're just not here to design apps. We're here to make people's lives a little easier. And when we remember that, every small choice we make has the power to make someone's day better. That's what makes this work meaningful.

Asna Shakya
Product Designer, FISOft International

Earlier, whenever a new technology popped up, it meant long nights of reading documentation, watching tutorials, and praying Stack Overflow had the answer. If not, the bug could take days—or worse, weeks—to resolve. Now, I can learn and implement a new tech almost simultaneously. I just describe what I'm building, and AI not only helps me code it but explains the why behind every choice. It's like having an expert beside me who never gets tired of my "why" questions.

AI has also changed how I brainstorm. Before diving into a new feature, I now feed AI all the information I have and ask it to suggest improvements, reference similar systems, or even challenge my assumptions. Sometimes, I go a step further and tell them, "Ask me questions you'd like to know more about." The answers often make me realize aspects I hadn't considered—scalability, security, or future enhancements that could make a huge difference down the line. It's like conducting a design review session with an infinitely patient (and slightly overconfident) team mate.

Of course, not everything is smooth sailing. AI can sometimes hallucinate—and not the fun kind. Once, while preparing a demo on Google's ADK, ChatGPT confidently gave me a code snippet using a library that didn't exist. When I pointed it out, it politely apologized and gave another solution, which also didn't exist. This went on for four rounds. Each time, I thanked me for "catching the mistake," only to repeat it. By the fourth time, I circled back to the first hallucination, I closed my laptop and went to sleep—it was midnight, and I realized I was trapped in an infinite loop of politeness.

Despite such moments, I wouldn't trade this collaboration for anything. AI has become my coding buddy—sometimes wrong, often brilliant, always helpful. It takes care of the mundane stuff—writing tests, refactoring code, creating documentation—so I can focus on the core logic and innovation. And when it suggests a refactor, I make it explain the impact, which turns every task into a mini learning session about performance, readability, and best practices. It's teaching me to code clearly and think broadly.

Today, I feel more confident tackling any challenge. Not because I know everything, but because I have a partner who can help me figure it out. As I often say, "AI is my coding buddy that occasionally hallucinates but saves my day."

AI Fun Fact: The term "hallucination" in AI doesn't mean it's dreaming—it just means it's confidently wrong. Like a kid wearing a Superman costume who genuinely believes he can fly—full of confidence, absolutely convinced, but still very likely to crash into the ocean.

At times, it's like an ocean. If you go with a spoon, you'll return with a spoonful of water. If you go with a bucket, you'll bring back much more. It all depends on how well you know how to ask the right questions—because in this new world of AI-assisted software engineering, prompt/context engineering is the real superpower.

Milan Paudyal
AI/ML and Automation Lead, eSewa

Bring Your Cubs to Work Day

Work Day is more than just a fun family event. It's a celebration of the people who make FISOft what it is. It's about opening our doors to the families behind the work, letting our little ones see where their parents create, build, and innovate every day. This day reflects our belief that "When we create a workplace that welcomes play, joy, and togetherness, we nurture not just great teams, but a great culture." So when our cubs see where we work, they also see what we love and that love keeps our culture alive. Here are some glimpses of the event.

