

2004



Celebrating 20
Years of
Progress and Innovation
2004 - 2024



2024

On 01 April 2024, Bank of St Helena celebrated their 20 Year Milestone of operations following a transition from SHG as The Government Savings Bank in 2004.

Below are a few memorable milestones that has brought us to the point we are today.

2004

Established

Opening at the Post Office Building with Teller Services, Lending Services and Accounts & Payments, with a Branch on Ascension.

2005-2007

Community Outreach

Adding additional automated services, savings accounts and cheque books to the list of offerings. First Youth Games sponsored in 2005 with New Horizons which has continued until now and introduced the Community Projects Fund in 2006.

2014

Introduction of Online Banking

Bank of St Helena takes a leap into digital services by offering customers Online Banking which continues to be developed today.

2015-2016

Continued Development

Term Savings Accounts introduced in 2016, the first Savings Accounts allowing withdrawals. Marketing and branding revamp along with an updated website.

Extended repayment periods for Mortgages from 20 to 25 years in 2020, and from 25 years to 30 years in 2022

Suspension of loan repayments for businesses in the Tourism Sector during COVID-19 in 2020

Offers for first-time homeowners / mortgagors with reduced interest rates introduced in 2020

Lending Services increased adding Short-Term Contract Finance (2022), Support for Young Entrepreneurs (2022), Agriculture Lending (2022) and Student Assistance Loans (2023)

Child Bond Savings introduced in 2006. New Life Savings followed in 2007

2008

First St Helenian Bank Manager

Rosie Bargo takes on the role of Bank Manager.

2009-2013

Movement and Development

The Bank relocates to the current Market Street Branch in 2008 and introduced remote banking in 2010. Recruitment of an in-house IT Team in 2012 to develop an Online Banking platform to increase automated services.

Bank of St Helena becomes a Limited Company in 2013

2017-2019

Joey George promoted to Managing Director and introducing on-island Debit Cards

St Helena Pay launched in 2017 with Local Debit Cards and the 'Local Debit Card Acceptance Service'. Also saw an upgrade of Online Banking services.

Reaching these milestones making up the Bank's 20 year journey would never have been possible without the driving force of its employees. We have celebrated many achievements and seen our staff succeed with an array of different institutes with different levels of qualifications with the Association of Chartered Certified Accountants, Chartered Banker Institute, Chartered Institute of Personnel and Development, Chartered Institute of Marketing, City and Guilds NVQs, Institute of Leadership and Management and certifications in Information Technology (CompTIA, Cisco and Microsoft). We continue to strive for our employee's personal and professional development and look forward to the many celebrations to come.

2020-2023

Expanding Digital Tools

Additional digital marketing tools to communicate with customers, develops online application forms and introduces the virtual 'Tourist Card', expanding St Helena Pay automated services.

St Helena Pay expanded in 2023 with the introduction of both Start Smart Cards and Tourist Cards

St Helena Pay introduced on Ascension Island in 2022

Awarded World Commerce Review Best Bank for Financial Inclusion 2023 and 2024, and Best Bank Start-Up in the 21st Century 2024

2024

Watch this space!

20 Years on...



Diana Benjamin
2004 - present

Di's journey began behind the counter as a Bank Teller and through her 20 years, progressed through the ranks working as Accounts and Payments Clerk to Senior Accounts and Payments Clerk before stepping into Senior Management as the Chief Operations Officer overseeing both operations and compliance. Today, she is the Teller Services Manager. Watching the Bank develop, Di pinpoints Online Banking as the project she was most excited for as the Teller Department was to see some of their familiar visitors become more independent in their banking. Online Banking was also a proud moment as she watched the local team work towards this digital breakthrough and has continued to watch more digital services being introduced by the team. What might the future hold? Di hopes to watch St Helena continue to strive for independent banking by further embracing automated services offered and to witness the continued development of the Online Banking service.

Moving from the Government Savings Bank, Rosie stepped into Bank of St Helena as a Teller Supervisor and later took on the role of Compliance Supervisor and is today a Customer Service Officer. Working in these different departments, Rosie sees her time working in the Teller Department as her most fond years, interacting more in-person with customers and continues to enjoy this when working at the Customer Service Terminal. Over these 20 years, Rosie saw Online Banking as a breakthrough for the Bank back in 2014, but today is most excited for the Tourist Card, the most recent addition in the Bank's list of products and services. For the years to come, Rosie would like to see more visitors embrace the Tourist Card as something that might be completely new to them as a QR payment system; but also to see our local customers take the opportunity to take up all the different types of services from the Bank as we now have 20 years of development and a list of different banking services for them to explore.



Rosemary Benjamin
2004 - present



Jacqueline Thomas
2004 - present

Jackie entered the Bank as a Teller and was later promoted to Senior Teller. Working within a few departments, she moved into the positions of Accounts and Payments Clerk to Senior Accounts and Payments Clerk, and then Compliance and Operations Assistant before settling into Customer Service Officer. Identifying the Bank's largest achievements spanning 20 years, Jackie commends the development of all the digital services, starting with Online Banking moving towards Local Debit Cards and now Tourist Cards and is excited for what might be next for the Bank's continued exploration of digital banking. The Bank can continue to introduce more and more services, however, Jackie recognises the continued success of the Bank is dependent on the continued support of our customers on-island and all over the world.