



Maldives Islamic Bank

Reference Number: MKT-PR-2020/005

Date: 25th March 2020

Announcement

As the nation and the entire world continues to feel the impact of COVID-19, we at Maldives Islamic Bank would like to take this opportunity to share with you some updates on what we are doing to protect our valued customers and MIB Team members.

Our premier aim has been to protect our employees and customers who visit the branch to the best of our ability. From the very onset of the first positive case being reported, the Bank introduced several precautionary measures, including higher frequency of sanitizing common areas, placing hand sanitizers across various premises and ensuring that vulnerable frontline staff are reassigned accordingly and conducted awareness sessions for staff members.

While the Bank is currently operating on a limited time basis, we encourage all our customers to make the best use of our online platforms, namely FaisaMobile and FaisaNet to pay bills and conduct transactions. In the meantime, we will endeavor to make sure our ATM's and payment services remain operational at all times.

If you have not registered for our mobile banking platform FaisaMobile, you will be able to self-register using our FaisaMobile app for Android. Alternatively, you can email us at customercare@mib.com.mv to submit a request form. All individual FaisaMobile users are eligible for an upgrade to Premium Service for free. In addition, we are also working on expediting re-issuing expired FaisaCards and issuing new cards.

We have been proactively working on ways to keep supporting our local business community including discussions with the Maldives Monetary Authority (MMA) and the Government on both short and long-term solutions. You may be aware that MMA have recently issued a Circular for COVID-19 on 19th March 2020 & given a Press Release on the same day. For your information we are attaching the link here: [http://www.mma.gov.mv/#/news/PR-MCS-2020-3\(english\).html](http://www.mma.gov.mv/#/news/PR-MCS-2020-3(english).html)

We at MIB will be working in line with the guidance provided by MMA to support the businesses and communities in the days to come as we go through this initial phase of this situation. We will keep sharing details with you as we receive updates from time to time.

We urge everyone to follow the advice from HPA diligently and to ensure that all precautionary measures are taken to protect you and your loved ones from this disease. May Allah (SWT) bless you and your family with good health and grant you safety during this difficult period.

Should you require any assistance please contact us through our customer service call center on 3325555 or email to customercare@mib.com.mv. Alternatively, you can reach us on our social media channels.

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