



Reference Number: MIB-PR-2020-14  
Date: 9 May 2020

## **Announcement**

We are pleased to inform all our customers our portal for applying for moratorium on their facilities as well as offer and acceptance is now live for all individual and sole trade customers of MIB.

### **For new submissions**

If you have not already applied for moratorium on your facility, you can now submit your application through this portal and it is now fully digital. You can access the portal from <https://moratorium.mib.com.mv>

### **For Customer who already submitted an application via email**

Customers who have already submitted their application via email please note that we are in the process of sending to you reference numbers which you can use to check the status of your application using the portal. The reference numbers will be sent to your mobile phone number that is registered with the bank.

If the email address and the mobile phone number that you had mentioned on the Covid Support Application form differs from the details that is registered at the bank, and if you did not submit an Information Update Form together with your application, we will be sending an SMS requesting you to submit an Information Update Form as quickly as possible. Please allow us up to 3 days to update new Information Update Form.

### **Email forms in the future**

With the introduction of this system, we will no longer be accepting emailed forms from individual and sole trader customers. Customer who have NOT applied are advised to submit their application through the portal. For corporate customers are advised to contact their relationship managers and complete the application process going forward.

Customers who require any assistance are advised to email to us at [customercare@mib.com.mv](mailto:customercare@mib.com.mv) and we shall get back to you as soon as possible.

May Allah (SWT) bless us all and provide us with health and safety during this time.

End