



# Maldives Islamic Bank

Reference Number: MIB-PR-2020-21

Date: 4 July 2020

## Announcement

Maldives Islamic Bank will be open for all services from 5<sup>th</sup> July 2020, Sunday to Thursday.

Opening Hours	Service
<p><b>Date</b> Sunday to Thursday every week.</p> <p><b>Time</b> 8.30 a.m. to 2.00 p.m.</p>	<p><b>Appointment</b></p> <ul style="list-style-type: none"> <li>Customers who require to visit the bank for services – please request for an appointment via SMS as detailed below.</li> </ul> <p><b>Services</b></p> <p><u>Cash &amp; Cheque Service</u></p> <ul style="list-style-type: none"> <li>Cash Deposit via <i>Cash Deposit Machine located in Main Branch ATM Lobby</i> (Deposit up to MVR 500,000 for corporate customers MVR 50,000 for individual customers &amp; Withdraw upto MVR 20,000)</li> <li>Cheque Clearing via <i>Dropbox located in Main Branch ATM Lobby</i></li> <li>Funds transfer. Send requests to <a href="mailto:malebranch@mib.com.mv">malebranch@mib.com.mv</a></li> <li>Salary Transfer. Send requests to <a href="mailto:malebranch@mib.com.mv">malebranch@mib.com.mv</a></li> </ul> <p><u>Account Opening</u></p> <ul style="list-style-type: none"> <li>Online account opening operations will resume. please visit <a href="https://www.mib.com.mv/apply-now">https://www.mib.com.mv/apply-now</a></li> <li>For customers who have already applications, we will resume verification of those applications and provide appointments for signature collection.</li> </ul> <p><u>Trade Finance</u></p> <ul style="list-style-type: none"> <li><u>Online</u> Outward TT, Letter of Credit (LC), Inward Remittance. Email to <a href="mailto:tradefinance@mib.com.mv">tradefinance@mib.com.mv</a></li> </ul> <p><u>Financing</u></p> <ul style="list-style-type: none"> <li>Requests, applications and inquires. Please request for an appointment to submit required documentations and obtain approvals.</li> </ul> <p><u>Cards &amp; Internet Banking</u></p> <ul style="list-style-type: none"> <li>For application &amp; inquires for cards, Internet Banking, Internet Payment Gateway, please email application form or inquiry to <a href="mailto:cardcentre@mib.com.mv">cardcentre@mib.com.mv</a>, <a href="mailto:faisanet@mib.com.mv">faisanet@mib.com.mv</a>.</li> </ul>

## Appointments

Customers who are require appointments to visit the branch are advised to send an SMS requesting for an appointment as given below

- Start the SMS with the short code APT
- Branch name / location
- Short description of the service required
- Full Name
- ID card number / Company registration number
- Send to 7970202

### *Example*

- APT Hulhumale cash deposit. Ahmed Mohamed A987654
- Send to 7970202

### Cut off times

Appointments will be given on a first come first serve basis, based on the number of slots available for each day. If the slots are full those requests will be rolled carried forward to the next banking day. The cut off time for appointment requests via SMS is 2.00 p.m. of the previous day. Those requests received after the cut off time will be carried forward accordingly.

Appointment confirmation will be sent by an SMS once the appointment has been slotted. Customers are requested to show the appointment confirmation SMS at the door.

## Need More Help?

Customers who require further assistance on any of our services are requested to contact our teams as given below during banking hours.

Service	Location	Phone	Email
<b>Cash and Cheque Services</b> <ul style="list-style-type: none"><li>• Cash and Cheque transactions.</li><li>• Account Opening</li><li>• Salary and Funds Transfer</li></ul>	Male' Branch	3011104, 3011146 or 3012286	malebranch@mib.com.mv
	Hulhumale' Branch	3011115	hulhumale.branch@mib.com.mv
<b>Trade Finance Services</b> <ul style="list-style-type: none"><li>• Outward TT, Letter of Credit (LC), Inward Remittance</li></ul>	-	3011106 or 3011184	tradefinance@mib.com.mv
<b>Corporate, Retail and Housing Finance</b>	Head Office	3011150	consumerbanking@mib.com.mv <u>submissions via prior appointment only</u>
<b>Cards and Internet Banking Services</b>	-	3012200	cardcentre@mib.com.mv faisanet@mib.com.mv

## Drop box

Customers are encouraged to use our drop box facility as much as possible in order to avoid long waiting lines and physical contact as much as possible. You may submit your cheques, application forms and other requests via the drop box. For more information on drop box please visit this link: [mib.shor.tn/dropbox](http://mib.shor.tn/dropbox)

## Online Services

Customers are advised to use our e-banking platforms as much as possible. Customers are advised to get onboard our e-banking platforms to easily manage your transactions. If you have applied for a new/replacement card, we have begun issuing the cards and are

giving appointments for collection. If you wish to apply for a new/replacement card or internet, please complete the application form and email to [cardcentre@mib.com.mv](mailto:cardcentre@mib.com.mv) or [faisanet@mib.com.mv](mailto:faisanet@mib.com.mv). Alternatively, you can submit your completed application through our drop box service. For more information on drop box please visit this link: [mib.shor.tn/dropbox](http://mib.shor.tn/dropbox)

### **When visiting the Bank**

You will be required to present the appointment notification at the door before being allowed to enter into the branch. Customers are advised to comply with the precautionary measures in place. In addition, you should **always wear a face mask** and follow HPA guidelines on **physical distancing** when inside the branch and when queuing. You are also advised to bring your **own pen.**

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

End