



# Maldives Islamic Bank

Reference Number: MIB-PR-2020-23

Date: 25 July 2020

## Announcement

Maldives Islamic Bank will be open for the following services only on 29<sup>th</sup> July 2020 for the period of 26<sup>th</sup> July – 3<sup>rd</sup> August 2020. We will resume all services on 4<sup>th</sup> August 2020.

Opening Hours	Service
<p><b>Date</b> 29<sup>th</sup> July 2020</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 <i>malebranch@mib.com.mv</i></li> <li>Salary Transfer. Send requests to <i>malebranch@mib.com.mv</i></li> </ul> <p><u>Trade Finance</u></p> <ul style="list-style-type: none"> <li>Online Outward TT, Letter of Credit (LC), Inward Remittance. Email to <i>tradefinance@mib.com.mv</i></li> </ul>

### Appointments

Please note that our appointment request receiving services will be available as follows:-

- appointments for 29<sup>th</sup> July for available services:
  - send your requests between 2.00 p.m. on 27<sup>th</sup> July 2020 and 2.00 p.m. of 28<sup>th</sup> July 2020.
- appointments for 4<sup>th</sup> August and onwards for all services:
  - send your requests from 2.00 p.m. on 2<sup>nd</sup> August 2020.

Customers who are require appointments to visit the Branch / Head Office 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 then those requests will be rolled carried forward to the next banking day. The cut off time is as advised as above. Those requests received after the cut off time on 3<sup>rd</sup> August 2020 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>• Salary and Funds Transfer</li> </ul>	Male' Branch	3011104, 3011146 or 3012286	malebranch@mib.com.mv
	Hulhumale' Branch	3011115	hulhumale.branch@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.**

Eid Mubarak. May Allah (SWT) bless us all and provide us with health and safety.

End