

Reference Number: MIB-PR-2021-005

Date: 4th May 2021

Announcement

Customers are advised to take note of the following changes to our service and operations applicable from 5th of May till 15th of May 2021.

Branches & Customer Service Touchpoints

Our Branches and Customer Touch Points will ONLY be open on the following days during this period.

| Dates | Time | Locations |
|---|----------------------------|--|
| 5 th May 10 th May 12 th May | 9:30 a.m. to 12.00 p.m. | <ul style="list-style-type: none">All Branches and Service CentreBusiness & Finance (3rd Floor of Head Office)Credit Administration & Trade Finance (2nd Floor of Head Office) |

Customers who wish to visit our branches or touch points must take an appointment or token using 'Ant Queue' online queue application. For more information, please visit <http://mib.mv/how2q>

For assistance or more information please contact

| | Phone | Email |
|--------------------------|-----------------------------|-----------------------------|
| Main Branch | 3011104, 3011146 or 3012286 | malebranch@mib.com.mv |
| Hulhumale' Branch | 3011115 | hulhumale.branch@mib.com.mv |

Online Service Channels, ATM and Drop Box

Customers are advised to use our online service channels for services, or use the drop box located in the ATM lobby of Main Branch and Hulhumale' Branch to submit application forms, clearing cheques and requests.

Customers can conveniently withdraw and deposit funds as well as deposit cheques using our ATM service.

Trade Finance

For trade finance services including outward TT, Letter of Credit (LC), Inward Remittance please email your requests to tradefinance@mib.com.mv from your email address registered at the Bank. For more information you may call 3011106 or 3011184 during official working hours.



When visiting the Bank

You will be required to present the appointment or token 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.**

For more information and assistance

For additional information and assistance customers are requested to contact our 24hrs customer care contact centre via the email **customer care@mib.com.mv** . Alternatively, you may call us on **332 5555** or **SMS 797 0202** stating your name and ID card number.

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

End