



1st February 2024

PR-001/2024

Announcement **Male' Branch Service Enhancement and Expansion**

Maldives Islamic Bank is pleased to inform our customers on enhancements that we are bringing to our Male' Branch to better serve our customers.

Introducing Business Banking

We are introducing specialized customer service counters, extended hours of service, and more self-service banking machines. The details are of which are below.

Extended Service Hours

In order to align with the normal working hours of our business customers Business Banking will be available from Male' Branch 8.30 am till 4.00 pm on every Banking day. Cash services and non-cash services will be available during these hours.

Open for Business during entire Ramadan

In addition to normal Banking days during Ramadan, we will be open for Business Banking services including cash services and trade services from 31 March till Fitr Eid, (excluding Friday and Saturday). Opening timing will be communicated to all our business banking customers in due time.

More Business Banking days per year

Business Banking will be available on a more frequent basis during long holiday periods for cash services, essential non-cash services and trade services, to ensure that our Business Banking customers are able to conduct timely transactions and to facilitate a smoother business operation.

Dedicated Bulk Cash Counters

We have added more cash counters while making some counters specialized for Bulk Cash, Retail Cash and a Premier Lane to reduce the waiting time for customers. Customers are advised to deposit cheques using the self-service banking machines located in the ground floor.



Business Banking Service Desk

Business Banking Service Desks are established on the first floor of Male' Branch to facilitate submission of service applications, get assistance on account opening and other over the counter non-cash services provided by the Bank.

Self Service Banking Lobby

We are in the process of establishing a self-service banking lobby on the ground floor of Male' Branch which will be accessible 24-7. We are working towards opening these facilities during February 2024.

This lobby will be equipped with Self Service Banking machines which will cater for Cash Deposit, Cash Withdrawal, Cheque Deposit as well as other common services which are currently available from our Self-Service Banking machines.

We encourage business customers to use cheque deposit from the self-service banking machines at the ground floor for easy access and clearance.

Retail Banking Services for Individuals

Our individual customers can now enjoy our digital banking journey to easily open and operate their bank account. For more information, please visit www.mib.com.mv/digital-banking . To augment the digital banking journey, we are also bringing the following enhancement to Male' Branch.

Self Service Banking Lobby

We are adding more machines and creating a Self-Service Banking Lobby on the ground floor of our Male' Branch which will be available 24-7.

Instant Card Collection

Customers can collect their VISA Debit Instant Cards and Instant Account Opening kits from the information desk located at the ground floor of Male' Branch and Ground Floor at Marine Dream during branch hours. Simply visit and pick a card, and link to your account instantly using your mobile phone.

Special Needs Desk

For our elderly customers, pregnant mothers, and other customers with special needs we have established a service desk on the ground floor of the branch to assist you with all your banking requirements. Kindly approach our staff at the information desk to get assistance.

Additional Account Opening Desks.

We will operate account opening desks for those individual customers who require our assistance for account opening at MIB Business Centre, located on the first floor of Marine Dream on Boduthakurufaanu Magu with extended opening hours from 8.30am till 4.00pm.

Card collection desks will be open on the ground floor as usual from 10.00am till 6.00pm on every banking day.

Cash withdrawal over the card limit

We have created dedicated cash counters for individual customers on the 1st floor of Male' Branch. You may get a token from the branch or through AntQueue App.

More to come

As we embark on this transformative journey, we are also bringing in a lot more innovations to our services to provide a better and smoother journey to our customers. We will announce these enhancements as we go forward.

During the process there will be some changes brought to our physical premises, which may cause some level of discomfort to our customers. We will try our best to ensure that there are no service disruptions during this said period. We apologize to you in advance for any inconveniences and request your patience as we work fast towards completing this journey.

For more information and updates please visit our business banking page at www.mib.com.mv/business-banking.

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