

06th June 2020

### **APPOINTMENT BASED SERVICES VIA BRANCHES AND SERVICES CENTRES IN MALE' CITY**

With the easing of lockdown in Male' City, Bank of Maldives has announced that selected BML branches and service centres will be open for services not available via online or self-service banking, from 8th June 2020 on Mondays, Tuesdays and Thursdays, from 9:30 am to 2:00 pm.

To ensure services are provided in line with the social distancing and safety measures announced by the Health Protection Agency, BML will be serving customers through pre-booked appointments with limited number of slots per day.

Bank of Maldives will provide the following services via appointment from branches in Male' City (Main Branch, Hulhumale' Branch, Villimale' Branch and BML Islamic Male' Branch)

- Cash transactions not available via Self-Service Banking Centres
- Verification of applications which requires customers to visit the branch
- Cheque book application and collection
- Returned cheque collection
- Bank guarantees
- Account opening and card collection at Hulhumale' and Vilimale' branches
- Account opening, card collection and applications for personal and business financing at BML Islamic

**Bank of Maldives will provide the following services via appointment from service centres in Male' City**

**Account Opening and Loan Centre:**

- Account opening for new personal customers
- Services related to Lifestyle loans, Kiyavaa loan, Home loans and Home Construction loan

**Male' and Hulhumale' Business Centre:**

- Account Opening and loan applications for businesses

**Customer Service Centre at Male' Square:**

- Card Collection

Bank of Maldives has also introduced an online portal for appointments for customer's convenience. Customers are required to submit a request via the portal <https://www.bankofmaldives.com.mv/book-appointment> or send an SMS to 455 to make an appointment for services.

Maldives Police Service (MPS) will screen all appointment requests and a Police Permit will be provided to those eligible, securing an appointment slots for the day.

BML has advised that customers are required to wear a mask, bring their own pen, make use of hand sanitizers placed at all locations and adhere to strict social distancing by using distancing markers placed on the floor.

As an added precautionary measure, BML will make arrangements to deliver cards to elderly customers and persons with disabilities.

**For more information:** <https://www.bankofmaldives.com.mv/appointment-based-services>