

BML INTRODUCES ONLINE TOKENS FOR BRANCHES AND SERVICE CENTRES IN MALE' CITY

The Bank has introduced virtual queueing for services at Male' based branches and service centres via online queue tokens.

With this change, customers can request for tokens for the Bank's services which are not available via ATM or online channels through the QueueBee app and check waiting position online before visiting a branch. Online tokens will be available from 8am to 12pm on banking days via the app. The QueueBee app can be downloaded from Google Play and Apple App stores.

BML's CEO and Managing Director Tim Sawyer commented "Over the past few weeks, we have introduced a number of convenient banking services that have helped us provide services online and ensure the safety of our customers and staff. While we encourage customers to bank from home, the introduction of online queueing will help save time and provide a better service experience for those customers who are required to visit a branch."

Services at Main Branch, Customer Service Centre, Male' Business Centre, BML Islamic Branch, Hulhumale' Branch and Villimale' Branch will be available via QueueBee. To ensure social distancing at the branches, customers will be welcomed inside the premises when there are two customers waiting ahead in the "waiting position" indicated on the App. For more information on online queue token: www.bankofmaldives.com.mv/online-queue-tokens

For services at our Account Opening Centre, Loan Centre, and customers who would like to visit business centres for loan and account opening services will be required to make prior appointments, available on the [Appointment Portal](#) on the Bank's website. Elderly customers or those requiring special assistance will be served at all our branches and service centres, and are not required to use online tokens or make prior appointments.

With a nationwide network of 38 branches across all 20 atolls, 56 Self-Service Banking Centres, 119 ATMs, 277 agents and a full suite of Digital Banking services, Bank of Maldives is committed to supporting individuals, businesses and communities across Maldives.

For more information please contact:

Mohamed Saeed
Public Relations Department
Phone: 3015315