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PRESS RELEASE

BML appoints Head of Customer Service

- **Appointment reflects the Bank's commitment to improve customer service levels**

Bank of Maldives is pleased to announce the appointment of Mr. Moosa Nimal to the newly-created position of Head of Customer Service. Nimal will report directly to CEO and Managing Director, Andrew Healy.

Prior to the appointment, Nimal served as the Manager Customer Experience and he is also the President of the Bank's employees club, United BML.

Commenting on the appointment, Andrew Healy stated, "Our Bank is performing well on many levels today but we know that our customer service levels need to improve. We have committed to take strong actions to address our service standards and today's appointment backs up this commitment. Nimal will be working with all relevant parts of the Bank to tackle the issues that can cause delays and frustrate our customers."

Recently, BML announced a number of plans to improve service levels. These include the roll out of a new branch model, increasing the number of staff serving customers and the appointment of dedicated relationship managers for business customers. The Bank also announced plans to open a centre for bulk cash handling and to introduce more than 20 new ATMs with deposit-taking as well as cash capability.

For more information please contact:

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