

BML OPENS STATE-OF-THE-ART CUSTOMER SERVICE CENTRE

New centre at Male' Square will open from 8.30am to 5.00pm

Bank of Maldives tonight unveiled an innovative new Customer Service Centre at Male' Square on Ameenee Magu to meet the high service expectations of its growing customer base. Most non-cash related services in Male' will be centralized into the centre which will open for extended hours, from 8.30am to 5.00pm Sunday to Thursday.

Using modern iPad-based technology which is directly linked to an experienced team of support staff, the new centre will allow customers to minimize waiting time through requesting the service they require as soon as they enter the new premises. Such services can include the collection of credit and debit cards, cheque books and statements, while staff will also help customers to set up the Bank's internet and mobile banking facilities.

Furnishings and décor in the centre are quite different to a traditional bank premises, with tub chairs and coffee available to optimize the customer experience. A Self Service Banking Centre with 4 ATMs is located within the broader building, thereby also providing customers with facilities to make deposits, withdrawals and transfers 24 hours a day.

Speaking at tonight's opening ceremony, BML CEO and Managing Director, Andrew Healy, commented, "This new centre, with its modern set-up and extended opening hours, will help transform how we serve our customers in the capital city. We are promising not only better and faster service but a customer experience that is refreshingly warm and vibrant."

With a nationwide network of 34 branches across all 20 atolls, 29 Self Service Banking Centres, 88 ATMs, 4,000 Point of Sale merchants, 205 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