

Bank Services: COVID-19

As we are faced with an unprecedented health situation in Mauritius following the country lockdown, we reviewed our business operations while ensuring minimal disruptions in our response and services to both our individual and institutional customers. We again reiterate our request to use our online banking platform for your transactions.

During the lockdown period, only our Ebene branch will be operational and, until further notice, we shall be open from 10H00 to 13H00 (Monday to Friday). We shall be functional with a reduced workforce, and relay on your understanding for any potential delays in actioning upon your requests.

Our Services



Customer On-boarding /Maintenance (only exceptional)

- Opening of account on exceptional basis
- Maintenance of corporate account mandates



Cash Management - Branch Operations

- Cash deposits & Withdrawals
- Cash Payments
- Cheque Deposits
- Branch Locker Service



Transaction Processing - Local and International Payments, Clearing

- Bank Transfers
(Local & International)
- Clearing of Cheques
- Salary Processing & Payment
- Internet Banking
Maintenance for existing clients
- Card payments & settlement
(Transaction fee waiver, if cards are used to withdraw cash on other banks' ATMs in Mauritius)



Credit Management

- Processing of Urgent loan and facilities
- Loan repayments

As from Thursday 26 March 2020 and until further notice, our cut-off times have been revised as follows:

Services	Cut-Off Times
Special clearance in MUR	Not available
Cheque clearance in MUR	13h00
Non-Internet Banking - Fund Transfers (MUR & FCY)	13h00
Internet Banking Transactions	14h00

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Treasury and Custody Services

The document hereunder details the key services from our Treasury & Markets department during this time.



As the situation with COVID-19 evolves, the Bank continues to work with its critical response teams to support you, your families, and your businesses in the most efficient way. We may encounter some delays in the processing of your transactions during these challenging times and we do rely on your understanding and cooperation. Should you need any further information, please contact your Relationship Manager.

The Management