



Clarification regarding Customer Visit for Biometric Verification

The management of MCB Bank Ltd wishes to clarify that posts on social media by certain individuals do not reflect the true facts about the visit of a customer in ill health to an MCB branch to fulfill mandatory/regulatory requirements of “Account Biometric Verification”, which is being undertaken by all Banks across the country as a national campaign.

The customer, in response to advertisements and text messages, visited the branch for Biometric Verification of his own choice despite ill health. At the branch, he was informed that it was not necessary for him to visit the branch personally for Biometric Verification in his current condition and was offered to have it undertaken at a later time. He, however, opted to complete his verification process during the visit. He was appreciative and thankful to the branch staff for the prompt handling of the verification process. MCB Bank has provided the facility of remote Biometric Verification on request in many cases where necessary.

MCB Bank would like to reiterate to the general public that Biometric Verification is being conducted at all branches throughout the week during the month of June 2019. Our valued customers are therefore once again encouraged to reach out to their nearest branch and/or the MCB 24/7 Helpline 111-000-6222 for any special assistance required to complete Biometric Verification of their accounts if they are unable to physically visit any MCB branch. The convenience and well-being of our customers has always been and will continue to be our utmost priority.

#BankforLife