



COMMUNIQUE

MauBank Launches 24/7 Call Centre – Now Live! Effective 6 June 2025

MauBank is pleased to announce the launch of its fully operational 24/7 Call Centre, introduced as part of its ongoing commitment to improving customer experience and ensuring seamless access to banking support at any time.

This service offers continuous assistance through phone, email, and scheduled call-backs, providing greater flexibility and convenience to both local and international customers.

What Customers Can Expect:

- Support via phone, email, and call-backs
- Assistance with Internet Banking (login issues, transfers, Telegraphic Transfers)
- Support for the MauBank WithMe App (registration, cardless transactions, payee management, device deactivation)
- Debit & Credit Card services (activation, stop card, transaction queries, suspected fraud/BIN attacks)
- Issuance of Secure Token credentials and usage guidance
- Information on Loans, Cards, Fixed Deposits, SME Services, and Leasing
- Account-related queries and value-added services (SMS/email alerts, card activation, etc.)
- Call-back facility for customers unavailable during office hours or in different time zones

MauBank understands that availability, responsiveness, and simplicity are essential to its customers. The 24/7 Call Centre has been designed to align with these expectations, offering immediate support beyond traditional business hours.

This initiative reflects the Bank's values of proximity and reliability, and reaffirms its customer-first approach, making banking more accessible and responsive to evolving needs.

Reach Out to Us Any time:

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Available 24 hours a day, 7 days a week

The Management

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24 June 2025



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