

Annex – List of Services Available at Branches

1. Cash withdrawals and deposits
2. Encashment of cheques and cashiers orders
3. Remittance and payments (includes telegraphic transfer)
4. Account opening and closure
5. Account servicing (e.g. signatory updates, adding account holders, appointment of third party mandate, activation of dormant accounts)
6. Loan application and repayment
7. Purchase of cashiers order/demand draft
8. Safe deposit box services
9. Immediate replacement or change of ATM card/debit card/security token