



PRESS RELEASE

OPERATING HOURS FOR AUTORITI MONETARI BRUNEI DARUSSALAM IN CONJUNCTION WITH SYAWAL 1441H/ 2020M PUBLIC HOLIDAYS

1. Autoriti Monetari Brunei Darussalam (AMBD) would like to inform the public of that in welcoming Syawal 1441H/ 2020M, the AMBD office will be closed from Monday, 25 May 2020M to Wednesday, 27 May 2020M and will reopen on Thursday, 28 May 2020M.
2. The AMBD Real-Time Gross Settlement (RTGS) system, Automated Cheque Clearing House (ACH) system and Central Securities Depository (CSD) system will also be in operation from Thursday, 28 May 2020M under normal operating hours.
3. AMBD would also like to inform the public regarding the operations for AMBD public counters and services after the Syawal 1441H/ 2020M public holidays as below:

Credit Bureau Services (Self-Inquiry Reports and Dispute Resolution)

Monday - Thursday	8.00am – 11.30am 1.45pm – 3.30pm
Friday	8.15am – 10.30am

Financial Consumer Issues (Complaints Handling Desk)

By appointment only. Alternatively, complaints may be submitted to FCI, AMBD via email at fcf@ambd.gov.bn or by calling 2380007 during office hours.

Unclaimed Balances Counter

By appointment only. Alternatively, the public may send unclaimed balances request via email to banking.ucb@ambd.gov.bn. Information on the application process may be found on AMDB's website at <https://www.ambd.gov.bn/consumer/unclaimed-money>. For further enquiries regarding Unclaimed Balances, the public may call 2380975 during office hours.

AMBD Currency Gallery and Gift Shop

Closed. However, selected commemorative notes and coins from Aewon Garment and Embroidery outlets at the Yayasan Sultan Haji Hassanal Bolkiah Shopping Complex and Radisson Hotel Brunei.

AMBD Coin Deposit Machine

Closed. Customers may alternatively deposit their coins with their respective banks for redemption.

4. AMBD would like to apologise for the inconvenience caused and would like to wish all ***Selamat Hari Raya Aidilfitri***.

Autoriti Monetari Brunei Darussalam

Date: Ramadhan 1441H / May 2020M

Reference: AMBD/COMMS/3