

# Investec Bank (Mauritius) Limited - Mauritius Online Client Charter

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Investec Bank (Mauritius) Limited - Online Banking is an online facility for all clients of Investec Bank (Mauritius) Limited.

Investec places the highest priority on the confidentiality and security of clients and their financial transactions. To help make your banking experience easier and more convenient, we offer a facility to view and transact on your accounts via the internet. As the internet carries with it risks such as viruses and hackers, we will always endeavour to ensure that your online banking interaction with us is as secure as possible. We continuously invest significant resources in ensuring that all internet transactions are secure and place our infrastructure and security measures - such as firewalls and encryption technology - under constant review to ensure that they are up to date and meet our stringent security requirements.

If you have any questions or require assistance/support regarding online banking, please contact Client Relations at Investec Bank (Mauritius) Limited, 6<sup>th</sup> Floor, Dias Pier Building, Le Caudan Waterfront, Caudan, Port Louis, Mauritius, telephone number +230 207 4000, e-mail: [clientrelations@investec.co.mu](mailto:clientrelations@investec.co.mu).

Online Banking will be made available to you at all times except between 12h00pm and 02h30am Mauritian time (GMT+4) every day, and online support telephone lines are open 24/7/365 on +230 207 4004. Telephone calls may be monitored and/or recorded for quality purposes and by telephoning us, you agree that such recorded telephone calls may be used as evidence in a court of law.