



## CENTRAL BANK OF SEYCHELLES

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### PRESS COMMUNIQUÉ

*Victoria – April 26, 2024*

#### **Temporary closure of CBS Building for precautionary bed bug treatment**

The building of the Central Bank of Seychelles (CBS) will be temporarily closed as from May 13, 2024 for precautionary bed bug treatment. This follows cases of bed bug sightings within CBS premises.

The treatment is expected to take place over a period of six to eight weeks and is aimed at eliminating the presence and preventing any spread of bed bugs within the institution. The temporary closure is deemed necessary to ensure that this is done in an effective manner and as part of CBS' commitment to ensuring the safety and wellbeing of its staff and the general public.

In line with its Guideline on Working Remotely and Business Continuity Plan, CBS will maintain its operations and take necessary steps to keep disruptions at a minimum.

Details of changes to CBS' operational services to the general public during the closure period are as follows:

#### **Banking Services**

Given the temporary closure of the building, including the banking hall, CBS is working in close collaboration with the banks and the Seychelles Credit Union to provide critical over-the-counter services.

Cash deposit and withdrawal services by Government Ministries and Departments (MDAs) and cashing of Government cheques by Government agencies and individuals will be made available at Nouvobanq (Main Branch -Victoria).

Cheque deposit facility for MDAs will be made available at the Treasury Office at the Capital City Building.

Members of the public can exchange coins and damaged banknotes at their respective banks with which they hold an account.

Other over-the-counter services offered by CBS, namely, the sale of numismatic items, exchange of demonetised notes and exchange of coins by individuals who do not have a bank account will be suspended for the period.

Members of the public are also being encouraged to opt for electronic payment systems for transfers and transactions through their respective banks.

### **Administration of Government Securities**

The process established for the issuance and management of Government Securities remain unchanged, whereby submission of bid forms for Treasury Bills and application forms for Treasury Bonds is to be done by email. Details of the process can be found on the Government Securities page on the CBS website (<https://www.cbs.sc/GovernmentDebt/FAQGovSec.html>).

Alternatively, members of the public requiring guidance, further information or face-to-face appointments can contact CBS on 2518500 or by email to [fmd@cbs.sc](mailto:fmd@cbs.sc).

### **Complaints Handling**

Complaints received from the public against institutions falling under CBS' regulatory purview, if these have not been resolved after first being referred to the concerned institutions, will also be handled remotely, by telephone and email.

For enquiries about services offered by CBS and complaints against institutions under its regulatory purview, the public may contact CBS number on 2510025 or by email to [complaints.mcs@cbs.sc](mailto:complaints.mcs@cbs.sc) for necessary guidance or support.

### **Additional measures**

CBS will also be employing the use of electronic means of communication for correspondences with its external stakeholders and encourages its stakeholders and the general public to use email for submission of all correspondences to CBS, instead of postal or hand delivery. This can be done via [enquiries@cbs.sc](mailto:enquiries@cbs.sc).

A dedicated page providing details of CBS' operational measures during the temporary closure will be available on the CBS website. Members of the public requiring further information can call 4282000 and choose option 3 to speak to an operator.

The CBS will keep the general public updated on the resumption of its normal operations once the precautionary bed bug treatment has been completed.