

BIL's Bridel Branch, breaking the mould with a new branch concept

March 7, 2014 - In light of the huge advances made in electronic means of payment, Banque Internationale à Luxembourg (BIL) has transformed its Bridel Branch to give a new meaning to customer service. - A new branch concept that separates cash transactions from service and advice and reflects our steadfast desire to provide customers with a level of service that lives up to their expectations.

Open since November 1971, BIL's Bridel Branch is taking a big step forward in customer service quality. The branch has been fully modernised and renovated to offer high value-added services, while customers will enjoy improved comfort and security when carrying out online and cash transactions in the designated self-banking area available 24/7.

Welcoming and assisting our customers is at the heart of this new branch concept, with a team of staff committed to providing a highly personalised service. Customers are looked after by a customer service manager who helps them carry out their banking transactions easily. The branch is equipped with the latest technology (free WiFi, iPads and PCs), allowing customers to perform their regular transactions hassle-free, and private areas intended for meetings with relationship managers about more personal financial matters are also available. On top of this there is a comfortable lounge area with complementary coffee and water.

Our innovative thinking is also reflected in the new self-banking area designed for online and cash transactions, available 24/7 and complete with iPads and PCs as well as the latest servibank+ ATMs. The ATMs can be used for cash withdrawals and convenient and quick cash deposits (counted in real time, 24/7), and also feature a night deposit facility.

The branch manager Guy Reuter and his team are available Monday to Friday from 08:45 to 12:00 and 13:30 to 17:15, and every Wednesday until 19:00 by appointment.

BIL Bridel Branch

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