

## **BIL implements its new customer service concept at its Schifflange branch**

*February 27, 2015 - In light of changing customer expectations and steady developments in the area of electronic means of payment, Banque Internationale à Luxembourg (BIL) has reaffirmed its commitment to innovation by continuing to invest in its branch network to further enhance customer service and support, while expanding the self-service banking facilities available.*

Opened in 1968, the Schifflange branch moved to its current location in 1984. In order to improve the service it offers its customers, the branch has just been fully renovated to adopt the new model already successfully implemented at other BIL branches across the country.

By optimising the way it serves its customers – a move made possible through the complete redesign of the in-branch facilities – the Schifflange branch is now able to offer ultra-personalised high-value-added services.

This new branch concept separating cash activities from our advisory service allows customers to make cash transactions in a self-service banking area open 24/7, and online transactions at dedicated iPad and PC stations using the free WiFi available throughout the branch. By keeping counters open for cash transactions, the Schifflange branch is able to efficiently handle customers' everyday banking transactions while simultaneously offering flexibility for specialised transactions and advisory services.

At its official opening on February 26, Claude Birmann, area manager of the BIL branch network, and Carlo Pahle, manager of the Schifflange branch, handed a cheque to Roland Schreiner, the mayor of Schifflange and chairman of the "Schëffleng Hëlleft" asbl, and Robert Schadeck, chairman of the "Care in Luxembourg" asbl. With this donation, BIL reaffirmed its long-term commitment to Luxembourg non-profit organisations.

Carlo Pahle and his team are available Monday to Friday from 8.45 a.m. to noon and 1.30 p.m. to 5.15 p.m., and every Wednesday until 7.00 p.m. by appointment.

**BIL Agence Schifflange**  
**5, avenue de la Libération**  
**L-3850 Schifflange**  
**T (+352) 2459-7700 | F (+352) 2459-7790 | [www.bil.com](http://www.bil.com)**