

COMMUNIQUE



Dear customer,

Please note that the bank has enforced all internal procedures and has established communication channels with local authorities and key stakeholders to ensure smooth and effective operations further to the official announcement of several cases of COVID-19 in Mauritius.

Our preventive measures are based on a three-pronged approach:

- ✔ Protect our customers
- ✔ Protect our people
- ✔ Ensure continuity

As the health and safety of all our staff and the community are of paramount importance, we wish to reassure our customers and members of the general public that we have taken all the measures to ensure their protection. Our staff are also constantly being sensitized on the importance of hygiene practices and social distancing, two key elements that will greatly assist us in controlling the spread of this virus.

In line with protocols set by the Mauritius Bankers Association and the Bank of Mauritius, our internal continuity plan is ready to offer essential services to you while our staff are equipped to work remotely if ever the need will arise.

We are currently operating at full capacity and all required measures have been enacted to ensure constant and seamless operations. To limit physical contact, we invite our customers to:

- ✔ make full use of our internet banking platform to monitor accounts and carry out your transactions securely, 24/7.
- ✔ use ATMs to withdraw money and use debit card for purchases
- ✔ contact your Relationship Manager or contact person at the bank if you want to avail above services or for any further queries

We will continue to provide essential services unless Government officially moves to lock-down. During this period, our staff will be working remotely to provide assistance. Your Relationship Manager or contact person at the bank will also be ready to assist you.

The bank is closely monitoring the situation and will consequently issue further communiques to update its customers and members of the public.

Regards,

The Management