5 January 2021

Dear Valued Customer

COVID 19 (CORONA VIRUS) SAFETY MEASURES

I hope this note finds you and your family safe and healthy. Considering the continued spread of the COVID-19 virus, and the government directive on new lockdown measures, we would like to update you on the measures that Standard Chartered Bank has put in place.

The Bank is committed to doing everything in its control to ensure your safety and minimal disruption to our service to you.

Measures Put in Place:

With effect from Tuesday 5 January 2021, the following measures have been put in place:

✓ Africa Unity Square and Bulawayo branches are open from 0800hrs to 1500hrs during weekdays and 1130hrs on Saturdays.
✓ We have scaled down on staff presence across our branches and office locations and have reinforced split working arrangements where majority of our staff are working remotely.
✓ We will offer limited services in branches which are loan applications, cash deposits and exchange control related services. All other services will be available on our digital channels and at ATMs.
✓ Bulk cash deposits and corporate withdrawals should be done by appointment through your relationship manager and must be in by 1200hrs. Cash withdrawals for individual will be dispensed through ATMs which will be sanitised regularly.
✓ All queries will be handled telephonically through our 24hr Call Centre numbers +263 242 254281 – 3 or +263 242 758078 or +254 736 292623 and email contactus.zw@sc.com
✓ We have introduced additional cleaning procedures and made available sanitising wipes at entrance and exit points across all our business offices and banking halls. We encourage you to make use of these upon entry and exit of our premises.

Reminder of Our Platforms

Many of you already use our digital platforms, enabling you to access our banking services. To limit your risk of exposure, we encourage you to reduce visits to the branches.

✓ Use our Straight to Bank, Online Banking or SC Mobile and mobile banking platforms on *200#.
✓ You can download the mobile App on Google Play or App store. We also encourage you to reduce usage of physical cash during this period and use our debit card more.
✓ Where circumstances force you to queue, observe the social distancing recommendation.
Kindly note that RTGS payment window has been reviewed from 1300hrs and will now close at 1100hrs. Please Stay safe and get transacting on our digital platforms.

We will continue to assess the situation as it evolves, and we will actively monitor and assess the risks but the safety of all our stakeholders remains our top priority.

Thank you for your continued support.

Lucas Chirume,
Head, Retail Banking