

27 March 2020

Dear Valued Customer

COVID 19 (CORONA VIRUS) SAFETY MEASURES

I hope this finds you and your family safe and healthy. In light of the continued spread of the COVID-19 virus, and the presidential declaration confirming the epidemic as a national disaster, I wanted to update you on the measures Standard Chartered Bank is taking at this time of unique challenges.

We have taken a series of actions to reduce the risks to you, to colleagues who support you, and to our ongoing business activity. We are committed to doing everything we can to ensure there is minimal disruption to our services.

Measures Put in Place:

With effect from **Monday 30 March 2020**, we have put additional measures in place to reduce the risk of exposure and spread of the coronavirus as follows:

- a. We have scaled down on staff presence across our branches and office locations. We have introduced split working arrangements where staff work from home and at various offices around the city.
- b. We will be temporarily closing our branches at 1500hrs during week days and 11.30 am on Saturdays. Tomorrow, 28th March, 2020, branches will close for business at 11.30 am
- c. We have **closed our Victoria Falls Agency**
- d. We will offer limited services in branches that include; card collections, loan applications, cash and exchange control related services. All other services will be available on our digital channels and at ATMs. Branches will not be offering teller services
- e. Cash will not be dispensed from any of our branches, however where cash is available it will be dispensed from ATMs which will be sanitised regularly.
- f. All services that are available on our digital platforms will not be offered in our branches including all queries and statement requests.
- g. 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
- h. 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.
- i. Our turnaround time on some services have been impacted and we will not be able to meet the usual delivery timelines for example card applications, loan applications and account opening. We therefore encourage you to keep your cards safe as replacements will be impacted.

What you can do:

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 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.

Where circumstances force you to queue, observe the social distancing recommendation.

Stay safe, get transacting on our digital platforms now!

We will continue to assess the situation as it evolves, and we will actively monitor and assess the risks so that we can respond accordingly to ensure a high level of safety for all our stakeholders.

Thank you for your continued support.

Lucas Chirume,
Acting Head, Retail Banking