

# Dear valued customers

## –COVID-19 safety precautions and considerations –

As a bank, we will work to provide essential banking to support our customers' everyday life and business through these challenging times.

As we rise to meet these challenges, the health and safety of our customers remain our top priority. With that in mind, we have implemented measures in order to avoid the "Three C's"; closed spaces, crowded places and close-contact settings.

We also would like to kindly ask our customers to consider the below actions in order to minimize the spread of the COVID-19.

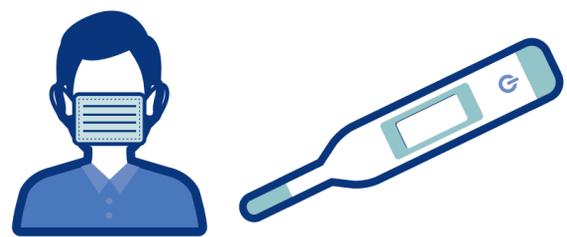
## 01 When visiting a branch

### Social Distancing



We are limiting the number of customers permitted in our branch at one time so you may experience longer than normal wait times.

### Masks and temperature checks



Please consult your bank prior to your visit for any urgent services you may need to perform when feeling sick. And even fully vaccinated people should continue to wear mask and other infection prevention measures.

## 02 Other banking options

- Please refrain from visiting a branch on dates that are expected to be crowded.
- Please consider using other channels available to you, such as online & ATM services and call centers.

### Expected crowded dates in Mar. 2022

■ the expected crowded dates.

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT.
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### Services available as usual

Deposits and withdrawals of ordinary account	Cancellation of time deposits, investment trust etc.	–Transfer funds –Taxes and utility bill payments
Reporting of lost items	–Issuance of new passbook and card –Magnetic malfunction of card	Help with borrowing loans

\* Please ask the bank or check its website for the details of transaction handled.

### Services for you to kindly reconsider performing on crowded dates

Opening and closure of accounts	Depositing money into a time deposit account	Notice of amendment and bank statements
Request to withdraw certain coins and banknotes	Property accumulation products	Money exchange

\* Please consult the bank for your specific reasons of the needed transaction.