

Dear Sir/Madam,

SBI Antwerp is closely following the developments related to COVID-19.

Over the past few days and weeks, SBI Antwerp has already taken a range of appropriate precautions to minimise the spread of the Coronavirus. The health and safety of all the employees and customers is always of utmost importance to SBI.

SBI has its established business continuity plans and disaster recovery plans, that are further fine-tuned when needed. SBI Antwerp therefore follows and implements the recommendations and guidelines of the authorities and well respected health organizations.

In view of the recent developments related to COVID-19, the employees at SBI Antwerp has been segregated into two groups/teams who will attend the office on alternate weeks. This working arrangement ensures that even if one employee shows symptoms or is tested positive for Coronavirus, the entire branch will not have to be quarantined and business continuity can be ensured. The position will be reassessed before the end of the next week and necessary fine tuning will be done to ensure all our customers are serviced effectively.

For the well-being and health of our employees, customers, partners and the overall community, SBI Antwerp has implemented a number of restrictions and guidelines:

- Meetings: in general, SBI Antwerp prefers the use of teleconferencing, videoconferencing and other means of communication instead of physical meetings.
- Payment Orders: the payment orders may be submitted in the drop box kept outside the branch. We'll clear the drop box at regular intervals and execute the payment orders, minimising the risk of spread.
- Hand Sanitisers: all our employees have been provided individual hand sanitisers for their requirements at the branch. We have also kept a wall-mounted hand sanitiser outside the branch, for use by our customers.
- Various forms are placed at the entrance for use by the clients.

The purpose of this e-mail is to assure you that our teams are ready to ensure business continuity at all times.

We will continue to monitor the situation closely and we will provide updates as appropriate. We also remain available to answer your questions and concerns.

We also request your cooperation in avoiding visiting the branch premises unless necessary. We are there to serve you over phone. Please contact us over phone in case of any query.

We would like to thank you for placing your trust in SBI. We remain committed to servicing you in the best of ways and building on our existing excellent relationship.

Best regards,

Team SBI

 SBI Antwerp Branch

Hovenierstraat 29, 2018 AntwerpBelgium

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