

To safeguard the health and well-being of our customers and staff within our premises, the following precautionary measures has been implemented at our branches.

- 1. Customers visiting our branches must wear a mask. Customers without a mask will be denied entry to our branches.**
2. Marking has been placed at our branches to ensure that customers are seated or standing at least 1 metre apart.
3. Limits have been placed on the number of customers that can be in a branch simultaneously, depending on branch size.
4. Customers will be spaced out in the queueing area at our branch entrances and ATMs to maintain distancing.
5. Temperature screening and the completion of a health declaration form will be required for all customers seeking to enter our premises.
6. We regret that we will have to decline entry to our premises for any customers those who:
 - a. are showing symptoms (e.g. fever, cough or difficulty in breathing etc.) or ;
 - b. had close contact with any persons warded for observation or diagnosed as a suspected/probable case in the last 14 days
7. Routines are in place for cleaning and disinfection of our premises and self-service machines (e.g. ATMs).

We will continue to monitor the situation closely and act accordingly in the best interests of our customers and colleagues.

We thank you for your kind understanding and cooperation.

Management
State Bank of India Singapore