

Caring for our employees, customers and the community

As the country and the world collectively braves the COVID-19 pandemic, we at DBS Bank India, have taken extensive precautionary measures to ensure the safety and wellbeing of our customers and staff. We are also doing everything we can to ensure our customers' have uninterrupted and trouble-free access to our banking services.

What we are doing:

- **Customer service:** We have a wide range of digital products for both our institutional as well as retail customers that allow them to conduct a large part of their banking transactions online. Where applicable, we are also trying to facilitate query handling on a remote basis through live chats and calls. Our branches are continuing to operate as usual with safety precautions in place unless the situation deteriorates to an extent where this is no longer possible. For our retail banking customers, we have launched a COVID-19 insurance policy, as well as special services for NRI customers in affected countries.
- **Keeping our branches and offices safe:** Temperature screening is being carried out for all customers, visitors and employees at all entrances to our premises. Additionally, if you do have to visit our branches then there is an added requirement to fill travel history form to ensure broader safety and contact tracing. Sanitizers and masks are available for customers and employees, and we have heightened the frequency of cleaning and disinfecting our premises. We have also started using anti-microbial spray on our ATMs to further protect against the spread of the virus.
- **Travel advisory:** Our employees are guided by a stringent travel advisory. All international travel as well as non-critical travel within the country has been put on hold and employees are advised to leverage technology solutions for virtual interactions with customers and colleagues. Additionally, we have strongly discouraged all personal travel unless it is an absolute emergency and are ensuring that staff who have travelled adhere to the quarantine guidelines issued by the Ministry of Health.
- **Alternate work arrangements for employees:** We have activated our business continuity plans and staff are being advised to adopt the most appropriate working arrangements for their roles, such as working from home or from an alternate site to avoid/minimizing commute or being in crowded spaces. We are also making transport arrangements for staff in critical roles who need to come in to work.

We are constantly monitoring developments as the situation evolves and are committed to ensuring that we protect the best interests of our customers and staff at all times.

Regards,
Surojit Shome,
CEO - DBS Bank India Limited.