

Media Statement

UOB to support customers with essential banking services through 'circuit breaker' period

Singapore, 3 April 2020 – United Overseas Bank (UOB) is fully supportive of the measures announced today by the Singapore Government as the country unites to fight COVID-19. We would like to reassure our customers that we remain committed to providing the banking services that are essential to them during these trying times.

To do our part to protect our customers, colleagues and the community, we will have to limit the number of branches that remain open during this 'circuit breaker' period. As we do so, we work to minimise the impact to our customers and all other essential services.

We will provide the details of the branches that will remain open during this time by 7 April 2020. For these branches, we will continue to take precautionary measures to protect the well-being of customers and colleagues. These measures include carrying out temperature screening at our premises and requiring visitors to complete health declaration forms to enable contact tracing if the need arises. We will continue to apply safe distancing measures including limiting the number of customers within a branch at any point in time and ensuring one metre spacing between customers when queuing or sitting in the branch. Masks have been provided to all our customer-facing colleagues and we have hand sanitisers available for customers and colleagues to use. We will also maintain frequent cleaning and sanitisation of our branches.

As more people stay safe at home, we encourage them to use our digital banking services such as UOB Mighty and UOB Business Internet Banking Plus to manage their banking and financial needs. Our automated teller machines and self-service machines will also remain fully operational and accessible to meet the needs of our customers.

We ask for your patience and understanding as we make these adjustments and strive to meet our normal customer service standards in these extraordinarily difficult times. We apologise for the inconvenience these changes cause for some but believe it the right thing to do for all.

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About United Overseas Bank

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 offices in 19 countries and territories in Asia Pacific, Europe and North America. Since its incorporation in 1935, UOB has grown organically and through a series of strategic acquisitions. UOB is rated among the world's top banks: Aa1 by Moody's and AA- by both Standard & Poor's and Fitch Ratings. In Asia, UOB operates through its head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia, Thailand and Vietnam, as well as branches and representative offices across the region.

Over more than eight decades, generations of UOB employees have carried through the entrepreneurial spirit, the focus on long-term value creation and an unwavering commitment to do what is right for our customers and our colleagues.

We believe in being a responsible financial services provider and we are committed to making a difference in the lives of our stakeholders and in the communities in which we operate. Just as we are dedicated to helping our customers manage their finances wisely and to grow their businesses, UOB is steadfast in our support of social development, particularly in the areas of art, children and education.

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