

## **UOB dedicates daily banking hour for the elderly and vulnerable as part of the Bank's enhanced safe distancing measures**

*Full range of banking services will be provided during the 'circuit-breaker' period*

**Singapore, 7 April 2020** – United Overseas Bank (UOB) today announced that from 8 April 2020 it will prioritise the first hour of banking operations at its branches to serving elderly and vulnerable customers. The initiative is part of UOB's response to help customers continue to manage their full range of banking needs during the nation's 'circuit breaker' period.

UOB's dedicated hour will enable customers who are more vulnerable, such as those above 60 years old, who have disabilities or are pregnant, to bank with peace of mind at all UOB branches. Other customers who visit a branch during that hour will be served after the elderly and vulnerable have been assisted.

The Bank will also deploy its branch employees as Safe Distancing Ambassadors to guide customers on maintaining appropriate distance from one another during their visit to the branch.

### **UOB implements additional precautionary measures to protect customers and colleagues**

Given that fewer customers are expected to visit the branches during the "circuit-breaker" period, UOB has reviewed its branch network capacity and adjusted it accordingly for the next few weeks. From 11 April 2020 to 4 May 2020, 38 UOB branches in strategic locations island-wide (see Appendix) will remain open, keeping to existing operating hours. Most of these branches are located near other essential services such as grocery stores and food and beverage outlets.

By having two in every three branches open, UOB will ensure that its customers have convenient branch access for their banking needs. For those 24 branches it will close temporarily, UOB will ensure the nearest open branch is within a three kilometre radius. Customers can visit UOB's website at <https://www.uob.com.sg/uob-branches-and-atms/locator.html> to locate the branch closest to them and for details on opening hours.

Ms Janet Young, Head of Group Channels and Digitalisation, UOB, said, “We would like to reassure our customers that our full range of banking services will continue during this “circuit-breaker” period. We are taking a careful and considered approach to ensure our customers are provided with the full range of banking services while we do our best to protect their well-being and that of our colleagues.”

For UOB’s branches that will remain open, the Bank will maintain its stepped-up precautionary measures. These include safe distancing to limit the number of customers in a branch at any point in time and ensuring a one-metre spacing between them. All visitors to the branch will also be thermal screened and will need to complete health declaration forms to enable contact tracing should the need arise.

### **UOB encourages customers to use the Bank’s digital services**

The Bank also encourages more customers to use UOB’s comprehensive suite of digital services and solutions for their banking needs within the safety and comfort of their homes. For example, through our all-in-one mobile banking app, UOB Mighty, customers can pay their bills, manage their finances and apply for banking products on their smartphones. Digital services for UOB’s business customers include UOB Business Internet Banking Plus, through which they can transact, manage their trade activities and apply for COVID-19 relief assistance.

UOB’s self-service banking machines, as well as the shared automated teller machine (ATM) network with OCBC of more than 1,200 ATMs island-wide, will remain fully operational and accessible for customers who need to deposit or to withdraw cash. The Bank has also stepped up cleaning of its machines, auto lobbies and branches.

“As we make these adjustments to do our part in protecting our customers, colleagues and the community, we ask for our customers’ understanding during this period. We will monitor the situation and our customers’ needs closely to ensure that we maintain a high standard of customer service and experience in these extraordinarily difficult times,” Ms Young said.

For further assistance, customers can also contact the Bank through the customer service hotline at 1800 222 2121 for individual customers and 1800 226 6121 for corporate customers or through the Bank’s Facebook page at <https://www.facebook.com/uob.sg/>.

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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 Investors Service and AA- by both S&P Global Ratings 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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**Appendix: UOB branches that will remain open**

Branch	Address
UOB Ang Mo Kio	53 Ang Mo Kio Ave 3 #B1-34 Ang Mo Kio Hub S(569933)
HSWC Ang Mo Kio	53 Ang Mo Kio Ave 3 #B1-34 Ang Mo Kio Hub S(569933)
UOB Anson	10 Anson Road, #01-01 International Plaza, S(079903)
UOB Bedok	Blk 210 New Upper Changi Road, #01-711, S(460210)
UOB Bedok Safe Box	Blk 416 Bedok North Ave 2, #01-09, S(460416)
UOB Bendemeer	Blk 25 Bendemeer Road, #01-561/563, S(330025)
UOB Bukit Batok Central	Blk 634 Bukit Batok Central, #01-104/106, S(650634)
UOB Clementi	Blk 450 Clementi Avenue 3, #01-287/289, S(120450)
UOB Farrer Park	1 Farrer Park Station Road, #01-13 Connexion, S(217562)
UOB Holland	211 Holland Avenue, #01-12 Holland Road Shopping Centre, S(278967)
UOB Hougang MRT	80 Hougang Central, #01-01 Hougang MRT, S(538738)
UOB Jem	50 Jurong Gateway Road #02-15 S(608549)
WBC Jem	50 Jurong Gateway Road #02-15 S(608549)
UOB Jurong Point	1 Jurong West Central 2, #01-16C Jurong Point Shopping Centre, S(648886)
UOB Lot One	21, Choa Chu Kang Ave 4 #03-02B Lot One Shoppers' Mall S(689812)
HSWC Lot One	21, Choa Chu Kang Ave 4 #03-02B Lot One Shoppers' Mall S(689812)
UOB Main	80 Raffles Place, UOB Plaza 1, S(048624)
UOB New Bridge	1 Park Road, #01-01/02 People's Park Complex, S(059108)
UOB Northpoint	930 Yishun Ave 2 #01-37/38 Northpoint Shopping Centre S(769098)
UOB Novena	238A Thomson Road #01-38 Novena Square S(307685)
UOB Orchard	230 Orchard Road, #01-230 Faber House, S(238854)
HSWC Orchard	230 Orchard Road, #01-230 Faber House, S(238854)
UOB Parkway Parade	80 Marine Parade Road, #01-13 Parkway Parade, S(449269)
UOB PLQ	10 Paya Lebar Road #02-10/11/12 Paya Lebar Quarter S(409057)
HSWC PLQ	10 Paya Lebar Road #02-10/11/12 Paya Lebar Quarter S(409057)
UOB Raffles City	252 North Bridge Rd, #B1-04/05 Raffles City Shopping Centre, S(179103)
UOB Serangoon Central	23 Serangoon Central, #01-52/53 NEX, S(556083)
UOB Serangoon Garden	69 Serangoon Garden Way, S(555965)
UOB Tampines	1 Tampines Central 1 UOB Tampines Centre #01-01, S(529539)
UOB Tiong Bahru Plaza	302 Tiong Bahru Road, Tiong Bahru Plaza #01-101/102 S(168732)
UOB Toa Payoh	Blk 520 Toa Payoh Lorong 6, #02-51, S(310520)
UOB Vivo City	1 Harbourfront Walk, #B2-35/36 Vivo City, S(098585)
UOB Waterway Point	83 Punggol Central, #01-01 Waterway Point, S(828761)
UOB Woodlands	900 South Woodlands Dr, #01-06 Woodlands Civic Centre, S(730900)
PBC Bt Timah	587 Bt Timah Road #01-02, Coronation Plaza S(269707)
PBC Mount Elizabeth	3 Mount Elizabeth, #01-03/05 Mount Elizabeth Medical Centre, S(228510)
PBC Parkway Parade	80 Marine Parade Road, #01-13 Parkway Parade, S(449269)
PBC Serangoon Garden	73 Serangoon Garden Way S(555969)