

Media Statement

UOB steps up precautionary measures across Singapore to help protect customers and colleagues during novel coronavirus outbreak

Singapore, 10 February 2020 – In line with the Singapore Government’s decision to move to DORSCON Orange status, United Overseas Bank (UOB) has intensified the precautionary measures we are taking to combat the spread of the novel coronavirus.

For example, we have activated our business continuity plans for all critical functions and services. As a result, these colleagues will be working from split sites, from home and on split shifts. This will ensure all banking services remain operational and secure.

To help minimise the risk of infection across teams and premises, we have also asked our people to use tele- or video-conferencing facilities instead of conducting face-to-face meetings. We have stopped all large-scale internal meetings such as training, seminars and workshops.

Similarly, we have postponed all large-scale public gatherings such as roadshows and major customer events. We apologise for the inconvenience this may cause to some but seek their understanding as we work to help protect the well-being of all.

While our branches remain open, we would ask customers who are feeling unwell, have been put on a leave of absence or are serving a home quarantine order not to come to our branches at this time. We will also have to ask those who have been to mainland China in the last 14 days to reschedule their visit to our branches. Our mobile, phone and internet banking options are the preferred channels for our customers to conduct their banking if they are unwell or prefer not to visit us at this time.

Our colleagues have been provided face masks as a precautionary measure. Those in customer-facing roles have to wear them while engaging with the public. Within our offices, our colleagues are to wear masks only if they are unwell. In such instances, they will be sent home and asked to seek medical care promptly.

Across our buildings, we have provided hand sanitisers at the entrances and exits for employee, tenant and visitor use and have stepped up the cleaning of our buildings, branches and ATMs. We have set up

temperature screening checkpoints at our offices and branches. We will have to decline entry for any person with a temperature above 38°C.

Our halt of all business travel to and from mainland China remains as does the 14-calendar day Leave of Absence requirement for any colleague who has been there in the previous two weeks. As an additional precautionary measure, we are restricting all business travel overseas at this point in time.

We have asked all UOB colleagues to monitor their health and to seek medical care immediately if they have flu symptoms. Our business continuity teams are in regular and frequent contact across the region and are coordinating our response based on the latest advice from government and health authorities.

For our colleagues in mainland China, in addition to having extended the Lunar New Year break to 2 February 2020 as advised by the Chinese government, we have also closed two banking outlets in Shanghai and Beijing and only a small number of colleagues are in the office to support critical business and customer services. Further to these actions, we have made a donation to local charity partners for them to buy protective gear for volunteers, hospitals and those in need in Wuhan City, the epicentre of the outbreak, and Shanghai and its surrounding area.

We do not have operations in Hubei province, the capital city of which is Wuhan.

For our colleagues in Hong Kong, we have put in place work-from-home arrangements, split office measures and all meetings are being held via tele- or video-conference. We continue to provide banking services to our customers and to maintain critical operations. As our business in Hong Kong is focused on serving businesses rather than individuals, our branch presence in Hong Kong is limited to three Commercial Banking Centres. We continue to offer commercial banking services via our Commercial Banking centres in Kowloon and Causeway Bay, however we have closed our Commercial Banking centre in Kwun Tong until 14 February 2020.

We will continue to monitor the situation closely and take necessary actions to ensure the well-being of our colleagues and customers.

– Ends –



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.

For media queries, please contact:

Kelyn Tan

Group Strategic Communications and Brand

Email: Kelyn.TanSW@UOBGroup.com

Tel: (65) 6539 3967 / 97967748

