



At Citi, the well-being of our employees and clients is our top priority. Since the start of the COVID-19 situation, we have been monitoring the developments closely and have progressively implemented precautionary measures at our workplace and branches in line with the latest Singapore Ministry of Health (MOH) guidelines.

Some of the latest measures we have taken include:

- Initiated our Business Continuity Plan to ensure continuity of service for our clients.
- Working with our landlords on temperature checks for employees and visitors seeking to enter our office buildings as well as our branches.
- Restricting business travel and requiring a 14-day quarantine for employees returning from Mainland China.
- Increasing the frequency of cleaning and disinfecting of our offices, branch premises and ATMs as well as making hand sanitizers readily available.

We continue to operate with normal business hours, and clients have the option to access the Citi Mobile® App or Citibank Online at their convenience for banking services, such as checking of balances and transactions or making a payment, and updating of personal details.

We are monitoring the situation closely, taking guidance from the relevant ministries and government agencies and are ready to respond as appropriate.

For the safety of our clients and staff, we encourage visitors who are feeling unwell or suspect that they may have been exposed to COVID-19, to avoid visiting our locations and to seek medical care promptly.

Thank you for your understanding and supporting our efforts.

Citibank Singapore