



STANDING TOGETHER FOR A BETTER TOMORROW

COVID 19 Pandemic Response

As we face the world's most serious health emergency, Stanbic Bank recognises the gravity of the situation and would like to extend our full support and care to our customers, staff, communities and all stakeholders during this time.

In line with our values, we fully support all measures put in place by Government to preserve the lives and good health of all citizens.

We all have a role to play, individually and collectively, to slow the spread of the virus in order to buffer the social and economic damage caused by the pandemic.

We continue to monitor the situation closely and we are undertaking several actions to ensure our services are available to all customers without compromising on their health and safety.

Your health and safety is our priority

To minimise any infections, we have put in place the necessary health precautionary measures by placing sanitizers at the various touch points including ATMs, Cash Deposit Machines,

branches and Stanbic offices across the country. Public awareness and communication on precaution measures has been extensive across the bank and with our customers via radio, press, web and social media to heighten awareness.

Our Customer Promise

We would like to reassure our customers and the public at large that with these new precautionary measures, Stanbic Bank will provide banking services to ensure your needs are catered for and minimise any distress during this interlude.

Our branches will remain open with enhanced safety measures however, we would like to encourage you to use digital services as much as possible.

Stanbic Bank has waived all charges on our digital banking platforms. Customers can now enjoy transacting free of charge on a wide range of our digital platforms including; our Stanbic App, Online Banking and Mobile Banking for day to day payments and account to mobile money transactions.

To support our clients in their time of need, we are offering a bespoke customer credit relief programme to our business customers that will be tailored to their circumstances. Our aim is to ensure we see that their businesses are sustained and the impact on the economy is minimised.

Our teams are ready to serve our individual, business and corporate clients; while doing everything we can to keep our staff and clients safe.

The safety of our employees and customers is our primary objective and we strongly encourage customers to use Stanbic Bank's suite of digital banking platforms for both personal and business requirements.

As Uganda's largest bank by assets, we are at the heart of the economy and it is our duty to ensure we support our clients to keep their businesses and lives on track. Stanbic Bank Uganda remains very well capitalised and we continue to hold capital and maintain liquidity significantly in excess of the regulatory requirements.

Partnership with Ministry of Health

We are partnering with the Ministry of Health and other private sector players to support Government efforts to curb the spread and risk of the COVID-19.

Stanbic Bank is contributing towards the provision of the much-needed public awareness on safety and funding of personal protective equipment and medical supplies for frontline medical staff working with patients.

In addition, we are providing fuel for logistics for the Ministry of Health officials to undertake tracing and contact outreach in the local communities and villages to ensure patients are attended to.

Alignment with BOU

We are partnering with Bank of Uganda and Uganda Bankers Association to transmit the monetary policy interventions that were announced in the Governor's address to

cushion against the macro economic shocks as result of the pandemic.

In this uncertain time, together let's take action to control the spread of the disease and follow the guidance from Ministry of Health to keep you and your families safe.

Yours sincerely,

Anne Juuko
Chief Executive

Stanbic Bank Moving Forward™