



Our aim is to protect the health of both our Customers and our Employees

Alpha Bank Cyprus Ltd is taking part in the efforts to contain the spread of the coronavirus, Covid-19, and protect the health of both its Customers and Employees. Further to the announcements made by the Ministry of Health and the relevant measures, we are implementing, in a consistent and responsible manner, a series of measures in the work areas of our Main Offices and our Branch Network.

We choose alternative networks for our transactions:



- Automatic Teller Machines (ATM) 24/7 for cash withdrawals or deposits and cheque deposits
- Alpha Express Banking Electronic Service for other transactions
- Alpha Mobile Banking application
- Cards for contactless transactions.

We are taking substantial measures throughout the Bank's Network for protection from the coronavirus, Covid-19, as follows:

- All work and customer service areas are cleaned thoroughly and frequently and antiseptic solutions have been distributed to all our work areas and our Branches
- Recommendations made to our Staff include avoiding busy and overcrowded places, as well as large meetings/ gatherings at the work area, to be replaced with other means of communication (videoconference or teleconference). Moreover, further instructions have been given regarding personal and business travels abroad
- All members of Staff at the Branch Network are wearing protective masks and disposable gloves to protect both their Customers and themselves
- The Staff has received clear instructions on the actions to be taken in case they develop symptoms of the virus or suspect that they have been infected or have recently returned from countries/ regions with an endemic presence of the virus or belong to vulnerable groups
- The number of Customers entering the Branch is subject to restrictions
- Inside the Branches, all protection and hygiene measures are complied with when serving customers. A safety distance (of at least one and a half to two metres) from the counters, the bank's officers and other customers in line is maintained.

We are ensuring uninterrupted service to our Customers

Alpha Bank Cyprus Ltd has put in place a comprehensive action plan to address the pandemic, ensuring business continuity in all areas of operation and providing uninterrupted service to its Customers.

The aim of the Bank is to safeguard the health of both its Customers and Employees, by monitoring developments and taking all necessary protection measures.

For more information, visit the following links:

- Press and Information Office:
<https://www.pio.gov.cy/coronavirus/press.html>
<https://www.pio.gov.cy/coronavirus/>
- World Health Organisation:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- European Centre for Disease Prevention and Control:
<https://www.ecdc.europa.eu/en/novel-coronavirus-china>