



MEDIA STATEMENT

14 April 2020

CUSTOMERS TO WEAR FACE MASKS WHEN VISITING BANKS' RETAIL BRANCHES

Singapore – In light of the elevated safe distancing measures announced by the Ministry of Health, The Association of Banks in Singapore (ABS) would like to advise customers of additional measures taken by our banks to reduce the risk of COVID-19 transmission.

With immediate effect, all customers visiting bank branches must wear a face mask to safeguard their own health and well-being, and that of other customers and staff working at these premises. Those not wearing a face mask would be refused entry. Customers are also advised to wear a face mask when lining up to use ATMs.

Customers are strongly advised to use their banks' online, mobile and digital channels to access banking services during this period. Unless absolutely necessary, customers should refrain from going to the branches.

Banks in Singapore have put in place crowd management systems at their branches to ensure safe distancing between customers and staff. The ABS seeks the continued cooperation of customers to comply with queue markings, contact tracing processes and the guidance of the staff. Banks have also stepped up the cleaning and disinfection of their branches, as well as their ATMs.

The banking industry assures customers that banks will continue to support their banking needs, even as some retail branches have temporarily closed from 9 April 2020 to 4 May 2020 in view of lower customer traffic during the Circuit Breaker period.

We seek the understanding of our customers for the inconvenience arising from these changes, but these measures are pivotal for the collective well-being and safety of our community.



About The Association of Banks in Singapore:

The Association of Banks in Singapore (ABS) plays an active role in promoting and representing the interests of the banking community in Singapore. In doing so, ABS works closely with the relevant government authorities towards the development of a sound financial system in Singapore. Since its establishment in 1973, ABS has promoted common understanding among its members and projected a unifying voice on banking issues. It has brought its members closer together through various guidelines and banking practices as well as the support of projects of mutual benefit to face the challenges of the financial and banking community in Singapore. Today, ABS has a membership of 154 local and foreign banks. More information on ABS is available on the website: www.abs.org.sg.

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