

## **Coronavirus Notice 2**

The outbreak of COVID-19 has caused global disruptions and we know you would be worried about your finances.

We are taking all immediate steps to help you out in this trying time and we intend to provide you the necessary support and guidance.

We have taken the following measures for providing necessary support:

### **1. If you're in financial difficulty, this could include:**

I. short-term support through reduced or deferred payments for mortgages and business loans

II. longer-term support by extending the period of repayment on your mortgages .

These supports would be extended on case to case basis for the needy individuals /businesses banking with us.

We're also contacting our customers directly to see what help their businesses need.

You can contact following person (s) for necessary guidance and help :

1. Mr. Rajesh Ranjan (London Branch Head) : 07904 261183
2. Mr.Ramesh Mishra (Wembley Branch Head) : 07787 500151
3. Mr.Virendra Firoda (Birmingham Branch Head) : 07763 583601
4. Mr.Sibaji Mahapatra (Leicester Branch Head) : 07448 332859
5. Mr. Arun Babu (Glasgow Branch Head) : 07510 194991

from 09:00 – 17:00 Monday to Friday

### **2. Branch Services**

We regret that our branches are working on reduced hours or at alternate locations, at the moment because of the coronavirus outbreak situation and hence the branch services may not be fully available. At present, our branches are working on reduced hours from 10.00 a.m. to 03.00 p.m.

Please check this space for update on our BOIUK branches operating hours and position.

### **3. Beware of fraud**

Some criminals are using the coronavirus outbreak as an opportunity to scam the public. This includes offering medical products, guidance or a safe haven for money. Please note, BOI will never ask you to move money to a safe account. Please remain vigilant and stay up to date with the latest information.

We'll be making regular updates in our website and notice boards at our branches as things change, so please keep checking our website and with the points of contacts at branches( given in our corona virus notice)/ branch notice boards to make sure you have the most up-to-date information. We shall work together to handle this unprecedented situation.