FOR THE ATTENTION OF OUR CUSTOMERS

Dear Customers,

We hope this communication finds you all well.

With response to Covid-19 outbreak, we have been actively working on the BCP plan keeping our customer interest and support as a top priority and same time well-being of our employees.

We also have a detailed BCP plan covering all scenarios with continuity arrangement to ensure business as usual with minimal disruption. As most of our products are on-premises, only essential financial services will be offered in case of lock down.

We have given greater degree of focus on continuity, security, well-being, resilience, contingency planning across our UK branches.

If you are affected, please do not visit the branch in person and contact your branch as follows:

BANK OF INDIA, U.K.: PERSONS OF CONTACT (POC'S)DETAILS

LONDON Branch:
Mail Id: londonbranch@bankofindia.uk.com; Boi.LONDON@bankofindia.co.in
Branch Telephone Number: 020- 7965 2500, 7965 2563, 7965 477
1. Mr.Dileep Nair (Manager – Deposits)   : 07440 113507
2. Mr.Sushil Sharma (Manager – Remittances): 07448 942200
3. Mr.Debajyoti Mahapatra (Manager – Forex) : 07368 475124
4. Mr.Nilamadhab Sahoo (Manager – Credit.3) : 07375 047082
5. Mr.Punit Patel (Manager – MIS)   : 07404 370411
6. Mr. Rajesh Ranjan (Branch Head)   : 07904 261183

WEMBLEY Branch:
Mail Id: wembley@bankofindia.uk.com; Boi.WEM@bankofindia.co.in
Branch Telephone Number   : 020 3019 0550
1. Mr.Ramesh Mishra (Branch Head)   : 07404 710305

BIRMINGHAM Branch:
Mail Id: boibirmingham@btconnect.com; Boi.BIRMINGHAM@bankofindia.co.in
Branch Telephone Number   : 0121-507 9940
1. Mr.Virendra Firoda (Branch Head)   : 07763 583601

LEICESTER Branch:
Mail Id: boi.leic@btconnect.com;   Boi.LEIC@bankofindia.co.in
1. Branch Telephone Number   : 0116 266 8464
2. Mr.Shibaji Mahapatra (Branch Head)   : 07448 332859

GLASGOW Branch:
Mail Id:bankofindiaglasgow@btconnect.com; Boi.GLASGOW@bankofindia.co.in
Branch Telephone Number   : 0141 352 6989, 332 8129

1. Mr. Arun Babu (Branch Head)   : 07510 194991

<u>Summary of the Measures</u>

1. Bank of India **Persons of Contacts (POC's)** are identified for UK branches with the contact numbers to reach out in the event of branch closure.
2. We have confirmed the security measure for devices like antivirus software updating used by our employees during BOI SAFE access period to ensure zero compromise on security with our Banks IT Security practises.
3. Continued Employee awareness program and training to mitigate the issues and cope with hygienic instructions to follow on a daily basis.
4. Counselling and Medical care and support through NHS for our Employees if they are affected.
5. We are exploring option of Contingency and emergency funding option for support to our employees during the recovery period.
6. Effective BCP to ensure customer has "Business as usual" at all times in case of individuals are quarantined and our services supported continuously.
7. Updating Notification on our UK website with Covid-19 advisory guidelines and asking our customers that to visit branch premises for important and essential services only all other services can be dealt with through email communication or telephonic call with branches as well as Customer support centre mail id and contact numbers. We are updating our website notification with all relevant particulars like all our branch email ids, telephone numbers and POC details, mobile numbers for the attention of customers in case of our office/any branch closure
8. Carefully following every aspect of WHO and other regulatory body guidelines to ensure minimal impact and fully compliant at all times.

Our objective remains to provide zero disruption and satisfactory services to our customers. We will keep you informed time to time of any changes into the plan as we progress to counter react to this outbreak and resolve successfully as a global community.

Assuring our best support at all times.

Regards,

Chief Executive
Bank of India, U.K. Operations

HEATH SAFETY ADVISORY
NOVEL CORONAVIRUS (nCoV / COVID-19)

What are the symptoms?

Coronavirus symptoms can look like the flu -- fever, cough, and trouble breathing. If you show these symptoms and recently went to China, or have been in contact with someone who visited, it is advisable to go to the doctor.

What is the Incubation Period? It is in between 2 to 14 days from the time of exposure.

How does the virus spread?

The virus is thought to spread from person to person through respiratory droplets emitted by coughing or sneezing. There's also a possibility the virus can exist in and spread through contaminated faecal matter. There's currently no evidence that the virus is airborne - meaning, for instance, it doesn't travel across a large room.

Who is at risk of infection?

People of all ages can be infected with the virus, but older people and those with pre-existing medical conditions are especially vulnerable to severe complications.

How can I protect myself?

Take the same precautionary measures you would during flu season.
Wash your hands often with soap and water, cover your nose and mouth when you sneeze or cough, avoid close contact with people or large gatherings, and wear a face mask.

Is it safe to travel? It is not advisable and considered safe to travel to the infected counties.

Is there a cure? There is no vaccine yet developed to treat novel coronavirus.

Infection control measures at Individual level

Personal Hygiene is the key to protecting yourself and your family.

✓ Hand hygiene is the single most important measure to reduce the risk of transmitting infectious organism from one person to other. High standards of respiratory etiquette should be observed, such as covering the mouth with a tissue when coughing and sneezing.

✓ When handling documents or money, staff should be encouraged to minimize contact with their mouth, eyes and nose until their hands have been cleaned.

✓ Hands should be washed frequently with soap and water / alcohol based hand rubs/ antiseptic hand wash and thoroughly dried preferably using disposable tissue/ paper/ towel.

✓ Cover your nose and mouth when you cough or sneeze by using a tissue or coughing into your sleeve or elbow; dispose the tissue immediately into a garbage bin.

✓ Wear a mask if you have respiratory symptoms such as cough or running nose.

✓ Do not share objects that have been in other people's mouth i.e. drinks, water bottles, lip products and musical instruments mouthpieces.

✓ Wash hands after contact with respiratory secretions or such contaminated surfaces or after any activity that involves hand to face contact such as eating/ normal grooming / smoking etc.

✓ Avoid contact with live animals and consumption of raw/undercooked meats.

✓ Avoid travel to farms, live animal markets or where animals are slaughtered.

✓ If you get sick, stay at home. Limit your contact with others and seek your doctor's advice for medical tests to be performed.

Note: if you are worried about your symptoms or those of a child or colleague, please call NHS 111. Do not go directly to your GP or other healthcare environment.

See further information on the Public Health England Blog and the NHS UK website.