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COVID-19 (the Coronavirus) – Our commitment for continued service

Dear Customer,

As we all know, the Coronavirus (COVID-19) outbreak has been declared a Pandemic by the World Health Organisation on March 11th, 2020.

The situation is evolving and is quite sensitive. We have implemented our Business Continuity Plan (BCP) to deliver our services through our Branches and Alternate Channels as smoothly as possible.

We are following the measures recommended by the public health authorities to ensure the good health and safety of our Customers and Staff. All our branches are practicing the recommended health hygiene measures. Our employees have been advised not to travel. Employees who have returned from abroad are practising self isolation and social distancing.

As an added precautionary measure, where possible, our employees are working from home. We are not participating in large gatherings. Where needed, we conduct our business by taking part in virtual meetings such as video conference meetings etc.

We remain in readiness to assist you throughout this situation. While all our Branches continue to be available, Alternate Channels like Internet Banking and Mobile Banking, are convenient ways to manage your day to day banking needs. *In case you are not yet registered for these alternate channels, please call your Branch for registration today!* We take this opportunity to remind you that our Debit Cards can be used in all Exchange Network ATMs free of charge. Please click on the ca.statebank/ATMLocator to identify an ATM near to you.

We respectfully ask our customers to follow the public health advisories and take extra caution. As this issue continues to evolve, we remain committed to supporting you and keeping you informed. We will provide updates, as needed.

Kind regards,

President & Chief Executive Officer

March 16, 2020