




HEAD OFFICE

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Dear Esteemed Customers & Stakeholders,

COVID-19 CONTROL MEASURES

This is to assure you that the Bank is strictly following the health and safety recommendations of the World Health Organization (WHO) and the health authorities of the different jurisdictions in which we do business.

In this regard, sanitation and workspace cleaning routines have been intensified daily, where all staff and customers must undertake a temperature test and sanitize their hands before gaining entry into our premises. Please be patient with our officers as they conduct this very important check.

As we monitor the state of affairs concerning COVID-19, it is important to let you know that we have enforced the following:

- We have suspended all international travels for official assignments by our staff and advised them not to undertake any personal overseas trips at this period.
- Staff who have returned to the country from vacation or personal trips overseas in the last one week and those returning are to self-quarantine for a minimum period of 14 days before returning to work.
- Staff who develop flu-like symptoms are to immediately go for screening to confirm that they do not have symptoms of COVID-19
- Our business continuity plan is fully in place and will be activated when necessary.

We are aware that physical cash handling increases our vulnerability and makes us more susceptible to transmitting bacteria and viruses, therefore we advise that you limit physical cash handling and the use of ATM at this time. We recommend the use of our digital and electronics channels as stated below for your daily transactions:

- Zenith Bank Naira Debit Card
- *966# EazyBanking
- Zenith Mobile App
- Zenith Internet Banking Portal.

If you recently visited any of the hot spot countries please self-isolate for a minimum of 14 days before visiting any of our locations.

In the event that you feel ill or suspect that you have been infected with the COVID-19 virus, urgently consult your doctor and call the Nigerian Centre for Disease Control (NCDC) on 080097000010 or via SMS on 08099555577.

Thank you for banking with us and remain safe.

EBENEZER ONYEAGWU
Group Managing Director/CEO

THE BOARD:

Chairman: Jim Ovia, CON

Group Managing Director/CEO: Ebenezer Onyeagwu | **Deputy Managing Director:** Adaora Umeoji

Executive Directors: Ahmed Umar Shuaib | Temitope Fasoranti | Dennis Olisa | Henry Oroh