



Updated Vakifbank Advisory on Coronavirus (COVID-19)

A Message to Our Valued Customers,

Due to the Coronavirus outbreak, Vakifbank New York Branch has activated its pandemic plan in accordance with our standard business continuity practices. Our goal with this plan is to continue to our normal banking operations with as little disruption as possible while ensuring health and safety of our employees and our customers as well as compliance with federal and local rules, regulations, advisories and guidance.

To achieve this goal, we have taken the following safety and control measures:

1. Business Continuity

- Our banking services are fully functional and operational.
- Our branch operations will continue at our physical location during normal business hours unless any physical closure is mandated by a government agency or by any unforeseen events and concerns.
- As part of our pandemic plan we instructed some of our departments and staff to utilize remote work facilities to ensure the health and safety of our customers and employees.
- We strongly suggest using online communications, wire transfers and appointments only if necessary, for the safety of our customers as well as our employees.
- We ask you to call our Branch ahead of time to make an appointment if you plan to visit us for any of your banking needs including cash / check deposits or cash withdrawals.
- Also, we encourage all our customers sending wires instead of checks and cash whenever possible to facilitate easier and timely processing of your payments.

2. Safety and Hygiene at our Branch

- In our branch, we're taking necessary steps to disinfect common spaces and are providing hand sanitizer for customers and employees.
- We are reducing the number of on-site meetings to encourage social distancing.
- And, we have instructed our colleagues to stay home if they don't feel well.

As Vakifbank New York Branch, we continue to monitor the situation closely through federal and local health officials and governmental agencies to ensure the right and on-time decisions are taken and implemented.

We thank you to our customers and employees for their continuous support during these unprecedented times.

Best regards,

Vakifbank New York Branch