

Zenith Bank (UK) Limited

Covid-19
Update to clients
April 2020



ZBUK – COVID-19 – FAQ

Following the outbreak of the Corona Virus (COVID-19) there has been worldwide disruption. As of 23rd March 2019 the UK government introduced a partial lockdown, placing restrictions on travel and social distancing within the UK. Throughout this situation Banks are considered an essential service and Zenith Bank (UK) Limited is committed to ensuring minimal disruption to services. We are aware that the COVID-19 Pandemic is causing concern and we want to assure our customers that we are here to help in any way possible. We have put together the following document answering some commonly asked queries, however, if there is anything else you need to know please do not hesitate to contact us.

Are you still operating as usual?

Our Operations continue to meet the needs of our clients in new and innovative ways whilst protecting the health and wellbeing of our staff. The majority of our staff are now working from home and we continue to meet our Service Level Agreements albeit with some minor adjustments. Our revised approach is designed to ensure that any further escalation of Government protection measures are absorbed into our new working patterns and ensure client satisfaction and staff safety.

We will do our utmost to limit any disruption in our services to you, and endeavour to continue to deliver the high standards of customer service that you have come to expect from our teams.

Can I still contact my Relationship Manager or the Customer Services Team?

Whilst we are unable to see clients face to face at present, all our staff can be reached on their usual telephone numbers or emails addresses, and remain, as ever, at your service.



ZBUK – COVID-19 – FAQ - Continued

I need to send documents to my Relationship Manager; can I still do this?

In terms of sending documentation to us, we ask that, where possible, you use email correspondence and send scanned copies of any documentation by email prior to sending them in the post as there are minimal staff in the office and it may take us longer than usual to deal with any items that arrive by post or courier. Your relationship manager will contact you to arrange receipt of the original documents.

My country is currently in lockdown, how can ZBUK assist?

If your country is in lockdown, we appreciate that customers may have limited or no access to your office facilities. We understand that due to this situation there may need to be some adjustments to procedures in the interim, if you require any adjustments or are unable to follow your usual procedures please contact your relationship manager to discuss.

Can I access my account via Internet Banking?

If you are a current ZBUK Internet Banking customer then all our online services are operating as normal. If you have not previously used our Internet Banking services, please contact your relationship manager who will help guide you in the process to apply for online access to your account.



ZBUK – COVID-19 – FAQ - Continued

What are Zenith Bank (UK) Limited doing during this situation?

We have prioritised the health and wellbeing of our staff alongside ensuring that our core banking services are maintained and minimising disruption to our customers.

The majority of staff are working from home and are being provided with all the help and support they need to enable them to work effectively remotely. For those in the office we have implemented social distancing measures as well as stricter hygiene and cleaning regimes, whilst limiting the number of people present in the building. Some staff also have adjusted working hours to ensure they can travel at quieter times. We are remaining flexible and adapting to both staff needs and government guidelines as necessary.

We will continue to look at innovative and effective ways to support our staff and ensure we are best placed to continue to serve the needs of our customers.

From a wider perspective Zenith Bank (UK) Limited has made a donation to the NHS charities. We recognise that the NHS is providing an exceptional service in these unprecedented times and it can only continue to do so with adequate funding. Therefore the Bank thought it appropriate to make a donation towards these efforts.

We hope all our staff and customers remain safe and healthy in these uncertain times. Please do not hesitate to contact us if you require any further information and support.



ZBUK – Contact Details

We remain open for business and encourage all customers to contact us if you have any queries or require any further information.

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Please remain alert to any potential scams.

We urge our customers to remain vigilant during these times, as there are unfortunately some criminals who are using the current situation to try to take advantage of people. If you are concerned about the origin of any messages you receive and you wish to confirm that any of our communications are genuine please contact your Relationship Manager or use the details shown above to get in touch with us.

Zenith Bank (UK) Limited will never ask for information concerning your PINs or passwords via email. Please be sure not to disclose such information.

