

Dear Customer,

Following such an unexpected and disrupting event that Covid-19 has caused to the lives of all of us, we felt the need to communicate with you and update you of some changes we initiated in our bank, relating to the reorganisation of our physical presence and the expansion of our services offered.

### **Internet banking**

As digitisation has entered our everyday lives, our aim is the further transition to remote banking channels for providing more convenience to our customers.

The bank's current internet banking platform allows our customers to open and administrate accounts and cards, pay utility bills, and make money transfers in Ukraine and abroad in a safe and easy manner. Moreover, the bank has heavily invested and is at the final stage of launching its new internet banking platform, expected to be offered to our private individuals in early autumn, and by the end of this year to legal entities. The new platform will include extended functionality and products to improve further the customer experience.

### **New Headquarters and Central Branch**

Moreover, the need of a modernised, focused and elegant area for the physical service of customers was also identified as a priority. Thus, the bank has moved forward and invested in creating a modern and comfortable space, to be delivered by September, to serve our business clients as well as private individuals.

### **Relocation of branches**

In order to consolidate the benefits from the above actions for our customers we decided to merge a number of branches as follows:

- the activities of branch # 3 (V. Zhitomirska) will be transferred to branch # 24 (Peremogy 9);
- the activities of branch #7 (Knyazhyi Zaton St.) will be transferred to branch # 2 (13 Mira Ave.).

We would like to pay your attention that all account numbers remain unchanged and our private customers can be serviced at any branch no matter where their accounts' are opened. Needless to mention that the choice of where and how you wish to be served is totally yours at any time. Every branch and our internet banking platform are all servicing points that you may choose when you interact with our bank.

Since October 2007, when we entered the Ukrainian market, we strive to provide excellent services to our customers with safety for your financial assets, evidenced by the good business history of our institution of more than 100 years. We are at your disposal and will continue to communicate to you on any developments in our bank we feel that do worth your attention.

We appreciate your continuous support and trust, and we promise you that we will continue to do our best in order to be able to provide you with services of high quality.



If you have any questions you can always contact our call centre on 0 800 30 888 0 or ask for your call to be transferred and speak directly to myself.

We look forward to communicating with you at the earliest occasion.

Sincerely yours,

A handwritten signature in blue ink, consisting of a long horizontal oval shape followed by a small loop and a short horizontal line.

Ilias Mouzakis,

Member of the Board of Piraeus Bank