**Press information**

**Bucharest, March 24, 2020**

**FIRST BANK reduces the operating hours of its branches**

***The set of measures implemented by First Bank in the context of Covid-19 also includes customized solutions for the payment of credit installments/ remote banking /increased protection for both customers and employees***

The First Bank units modify their working hours with the public starting today, March 24, 2020, amid the increase in the number of cases of illness with the new coronavirus. In order to protect its customers and employees in the territorial units, First Bank decided that its branches should operate between 10am and 4pm. The First Bank branch in Baneasa Shopping City is unavailable during the closing of the shopping center (March 23rd - April 16th, 2020).

This additional measure complements the set of initiatives adopted by First Bank for the safety of its customers and employees:

**Specific customer solutions for paying credit installments**: First Bank offers customized solutions to customers that experience financial difficulties due to the COVID-19 pandemic. Postponements on loan installments have already been implemented for severely affected companies.

**Remote banking:** First Bank offers remote banking solutions for the healthy conduct of current banking operations: internet and mobile banking platform, which covers the entire area of ​​banking services and products, including the payment of local taxes and fees through the integrated section ghișeul.ro, as well as the VideoBank platform , with direct access to a bank representative via video call <https://firstbank.ro/firstbank/videobanking>

**Protective measures for employees:** A series of prevention and information measures were taken even before the confirmation of the first case of coronavirus in Romania.

Together with partners in the private health system, constant internal information was provided on how COVID-19 can be prevented through daily hygiene measures.

Special disinfection products were additionally purchased for branch employees. Dispensers with disinfectants were installed, to which both employees and bank customers have access. To minimize the risk of illness, a flexible work schedule has been introduced so that employees with children can work from home, and 50% of First Bank employees can work remotely.

First Bank will responsibly comply with all recommendations and obligations announced by the authorities and will align its measures to support both its employees and customers.

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**About FIRST BANK**

First Bank provides a broad range of products and financial services to private individuals, companies and corporate clients.

First Bank is based in Bucharest and operates through 59 branches, employs over 1000professionals and has 130,000 active clients. For more information, please visit [www.firstbank.ro](http://www.firstbank.ro). **Call Center First Bank - 021 303 69 69**

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