

親愛的客戶,

由於新冠肺炎疫情的影響，新加坡衛生部於2020年4月3日發佈了一份新聞稿，內容指出將採取進一步措施來減少新冠肺炎的傳播，新措施為關閉所有提供非必要服務的工作場所，但銀行及其他提供必要服務的行業除外。隨後，新加坡貿易與工業部及金管局也發表類似的聲明，暫停一般工作場所的活動，但金融服務業仍可持續營業。

在此期間，本行仍正常的提供金融服務，但為加強防控新冠肺炎疫情傳播，本行將遵守新加坡衛生部建議的安全距離以及居家辦公措施，提供的服務可能不若往常及時。另外，在您來訪之前，您也需要提供本行的授權書以進入一樓大廳以及本行辦公室，若造成您的不便，我們深表歉意。

鑒於安全社交距離的規範，請在訪問或提交檔案予本日之前，先與我們的客戶關係經理或作業部門同仁聯繫。

感謝您的理解與支持！

上海商業儲蓄銀行
新加坡分行

2020 年 4月24日

Dear Customer,

As you probably know, on 3 April 2020 the Ministry of Health in Singapore has issued a press release on "Additional Measures to Minimise Further Spread of COVID-19 cases". The measures include the closure of workplace premises and retail outlets except for some essential services which include banking services.

The above was followed up shortly by announcements from the Ministry of Trade and Industry on "Suspension of Activities at Workplace Premises to Reduce COVID-19 Transmission" and from the Monetary Authority of Singapore that "Financial Services Remain Open and Available".

While the Singapore Branch of The Shanghai Commercial & Savings Bank, Ltd will carry on business as usual, we and our service providers are also co-operating with the various Authorities to observe recommended safe distancing and maximising telecommuting measures. As such, you may experience some inconveniences such as services may not be as prompt as usual or you may be required to furnish letter of authority from the bank before you are allowed to enter into lift lobby to our office which we extend our apologies.

In view of the emphasis on safe distancing, please arrange with our Relationship Managers and/or Operations Team before visiting and/or delivering documents to our office.

Your understanding is greatly appreciated.

The Shanghai Commercial & Savings Bank, Ltd.,
Singapore Branch

24 April 2020