

**STAY CONNECTED.  
STAY SECURE.**

COVID-19 updates



## How is NBF managing the situation?

NBF has a well-established Business Continuity Management framework which is in line with industry best practices, standards and regulatory requirements. Our Business Continuity Plans are regularly tested to ensure organisational resilience and continuity of business services in the event of an emergency.

With the rapidly changing scene regarding the COVID-19 virus, we want to make sure banking is available to you all the time, from anywhere while maintaining the same high level of service.

We are closely monitoring the situation across the globe, focusing on the safety and well-being of our employees as well as our ability to maintain high-quality service and stability for our clients and partners.

In light of this, NBF is taking necessary actions, precautionary measures and contingency plans to ensure business continuity and mitigate any potential impact on our operations, while making sure we continue to provide a safe and secure environment for our employees, safeguarding their health.

We are following guidelines set by the government authorities in the communities where we operate to ensure any risks are mitigated.

## What protocols are currently followed?

### **Social distancing**

We are taking steps to limit the likelihood of transmission. Our employees are strictly following the social distancing norms and best practices recommended by the UAE health and federal authorities and the WHO, including no handshake policy and no social gatherings.

Medical testing and self-quarantine guidelines are in place for travel, illness or exposure to others who are ill.

### **Meeting restrictions**

The number of meetings are reduced. Unavoidable meetings are conducted via video/telephone and if necessary, to meet physically, social distancing norms recommended by UAE health and federal authorities are strictly followed.

### **Premises cleaning**

Your well-being, safety of our colleagues and greater public is a priority. We have taken numerous precautions to keep our branches clean, including deep cleaning and providing additional sanitizers at every location to ensure that our customers and colleagues are safe.

## Is there a contingency plan in place at NBF?

We are amidst a rapidly changing scene regarding the pandemic and while we continue our work as usual, we have contingency plans in place including the possibility of our team working remotely if required.

The NBF Business Continuity Plan provides the recovery of critical business unit operations, including the use of our existing alternate sites and the ability to work remotely and securely.

Remote access is arranged for the workforce and all tests are successfully conducted for all business-critical units.

We have ensured that our team members have everything they need to work remotely if needed and to continue doing their jobs securely and safely to successfully deliver you the same level of service.

# What are the recommended methods of banking with NBF?

We recommend replacing visits to our branch or office with alternatives available to use remotely at home.

Alternative channels include:

1. NBF Direct Online Banking
2. NBF Direct Mobile Banking App
3. NBF ATMs and Cash Deposit Machines (CDMs)
4. Call Centre

If you are yet to use our online banking channels, do explore them to discover quick services that can be accessed very easily in a few steps. However, our branches and offices remain open for business as usual.

To register for our online banking services, [visit nbf.ae](https://www.nbf.ae) or contact our call centre at **8008NBF(623)**.

## How long will all these measures continue?

We are closely monitoring the situation and are in continuous contact with the local authorities and the precautionary as well as preventive measures will remain in place for as long as necessary.

Rest assured we are working hard to ensure the continuity of the service we provide to you and will communicate any further updates or important new developments as the situation unfolds.

If you have any specific queries regarding your ongoing or specific business or personal banking needs, please feel free to speak to your Relationship Manager or connect with us at **8008NBF(623)**.

We wish you and your loved ones, good health.

As always, thank you for placing your trust and confidence in National Bank of Fujairah.

**In the event that you require medical support or have any concerns, please contact:**

- "Estijaba" service at the operation center – Department of Health: **8001717**
- Ministry of Health & Prevention: **80011111**
- Dubai Health Authority: **800342**

*In good hands*

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