

## Notice to AYA Bank Customers and General Public

1. AYA Bank consistently makes best endeavors to not only provide the best service to our customers, but also to actively participate in the economic and social development of the people of Myanmar. In accordance with the guidelines and statements issued by the Ministry of Health and Sports of Myanmar, AYA Bank has implemented effective preventive measures to ensure the safety and wellbeing of both customers and staff during the current wave of Covid-19 pandemic as an utmost priority.
2. All AYA Bank Branches are equipped with the following COVID-19 preventive arrangements to ensure safety of the public and staff who come to the Branches:
  - (A) Checking body temperature of all customers, staff and public
  - (B) Require everyone to wear facemasks and bank provides facial masks and hand sanitizers;
  - (C) Recording customer contact data
  - (D) Enforcing social distancing by making sure everyone is at least 6 feet apart
  - (E) Encouraging customers to use AYA Bank's digital banking services such as AYA Pay, AYA Mobile Banking 2.0 and AYA Internet Banking.
3. In addition to following the guidelines and statements issued by the Ministry of Health and Sports, AYA Bank has also implemented the continuity plan for business as usual to best manage the current second wave of Covid-19 Pandemic. These actions include:
  - All employees of head offices and branches have been segregated into groups working in alternate locations;
  - Activation of alternative working arrangements including work from home (WFH);
  - Deployment of a special dedicated team namely the "Command Centre" in Yangon in addition to open two separated Head Offices;
  - Trigger the AYA Bank Business Continuity Plan (BCP) in preparation for emergencies;

Head Office : Yangon, Myanmar

No.416, Corner of Maharbandoola Road  
& Maharbandoola Garden Street, Kyauktada Township.

Block No.(3/B), Quarter No-23(G-1)  
Corner of Strand Road & Thit Taw Road,  
River View Point Condominium, Ahlone Township

T +951 370500  
F +951 370501  
E [info@ayabank.com.mm](mailto:info@ayabank.com.mm)

[www.ayabank.com](http://www.ayabank.com)  
[www.facebook.com/ayabank](https://www.facebook.com/ayabank)



- Twice-daily calls for check-in and check-out between the bank's regional heads and head of departments to provide latest updates and guidance on health and safety issues.
- AYA Bank provides health education to all employee and enforces them to wear masks. Employees in direct contact with customers are further required to wear masks, face shields and use hand sanitizer.
- Provision of Vitamin C supplements and Covid-19 Health Insurance Plan to all staff is also in place.

4. AYA Bank has donated to the needy all over the country under various initiatives of the Ayeyarwady Foundation. This includes construction and operations of a temporary quarantine facility for 416 patients with 100 health staffs and volunteers at Thuwanna Youth Training Center to be operational shortly. The Ministry of Health and Sports will take primary responsibility for healthcare and treatments at the facility. Ayeyarwady Foundation, in collaboration with AYA Financial Group, Max Myanmar Group of Companies and Myanmar Football Federation will be taking care of costs associated with construction, accommodation, logistics and food provisions.

5. AYA Bank is working tirelessly to overcome the Covid-19 pandemic with the Ministry of Health and Sports, to ensure the healthcare and medical treatment for our customers, staff and the public.

Information Committee

AYA Bank Limited

Date: 17<sup>th</sup> September 2020