

# Bank of Kigali Commitment during COVID-19

At Bank of Kigali, we greatly value the safety and well-being of our valuable customers, staff and extended community. In line with the Government of Rwanda's measures to mitigate and manage COVID-19 pandemic outbreak, we have activated our business continuity plan geared towards maintaining a safe environment for our day to day operations.

We greatly encourage the use of our digital channels in order to limit cash transactions such as Internet Banking, BK App, USSD (\*334#), Debit and Credit cards and Point of Sales (POs). Our technical teams will remain available to ensure the stability of systems.

Following the directives of the National Bank of Rwanda, below actions will be observed for the next three (3) months:

- Zero charges on all transfers between bank accounts and mobile wallets;
- Third party cheques encashment will not be allowed. We will only allow cheques to be deposited in the payees account;
- We will provide relief, in form of extended grace period, restructuring of outstanding commitments to customers who are affected by the exceptional challenges arising from COVID-19.

I take this opportunity to assure you that all other branches remain open to serve you following the communicated working hours, at the exception of SFB, Gisozi, Economic Zone, Premier Banking, Grand Pension Plaza, Airport, RDB and Town Branches which have been temporarily closed.

In these challenging times, the wellbeing of our communities remains our utmost priority, and we are committed to doing our part to ensure your safety and comfort.



Thank you for your continued loyalty and please feel free to reach out to us with any question.

Stay safe and take care of yourselves and loved ones,

**Dr. Diane Karusisi, Bank of Kigali's CEO**