

## Message from Bank of Kigali Management: Socio-Economic Relief during Covid-19 Pandemic Outbreak.

The world is facing an unprecedented challenge with communities and economies everywhere affected by the growing COVID-19 pandemic. In Rwanda, a lockdown was announced in a bid to curb the spread of the coronavirus, restricting movement and visits outside homes, except for essential services such as healthcare, food shopping, or banking.

This situation is severely affecting our communities, particularly workers in the informal economy, as well as small business owners, many of which are loyal clients of the Bank.

We have put in place below measures to provide relief to:

### **Our customers:**

- Bank of Kigali is open to offer a grace period on interest and/or principal for up to 3 months to businesses affected by the COVID-19 crisis;
- To our customers who want to continue servicing their facilities, the Bank will waive all late payment penalties on all Term loans (loans with monthly instalments), including BKquick loans as well Credit card penalties for the months of March, April and May 2020.

Customers are requested to call their Relationship Managers or Branch Business Managers for any assistance needed from the Bank during this crisis.

### **The Community:**

To support families struggling in this crisis, the BK Family will contribute part of their compensation into a COVID-19 Solidarity Fund.

BK Management will avail **RWF 282,000,000** to be handed over to the Government that will oversee distribution of cash and supplies to vulnerable families that are affected by the crisis.

In this challenging and uncertain times, the wellbeing of our communities remains our utmost priority. We will continue to provide banking services preferably through digital channels and are committed to doing our part to ensure everyone's safety and comfort.

At Bank of Kigali, we are confident that together we will weather the COVID-19 storm, and we stand ready to support speedy economic recovery in Rwanda.

### **Bank of Kigali Management**