

ubank News

30 March 2020

RE: Ubank and COVID-19 National Lockdown Implications

Dear Valued Stakeholder,

Our people (employees, partners, suppliers, customers and their families as well as the public at large) are our biggest concern and hence Ubank is prioritising your safety during the 21-Day National Lockdown.

We have employed social distancing, hand sanitizing and reduced headcount at our Head Office as well as in our branches with health and safety branch measures in place. Amongst others, our branch measures include ensuring that only a limited number of customers will queue in our branches and at our ATM's at any given time to guarantee that social distancing is observed. We acknowledge that this may cause delays, but please bear with us as we do this to try and safeguard you and our staff.

More importantly, please note that customers will still have full access to their accounts and money during this period. In fact, they can safely use our internet and mobile banking in private, to avoid crowds. Customers can also transact at any Point of Sales (POS) with an EasyPay sign, or use our USSD channel by dialling *120*101010#. Similarly, they can register and use MTN's MoMo wallet App which is powered by Ubank – without leaving their homes. Get more details at www.mtn.co.za

In need of cash, customers can use any of the Ubank's or any bank's ATM nationwide. For deposit, these can be done at our branches or at the SA Post Office network. Please click [here](#) to see the list of our branches that are opened and their operating times. All our TEBA agencies are open and ready to help.

To get more information or have any questions, our Call Centre staff are available too at 086000 8322.

Please stay at home and be safe. #UMatter!

Regards,



Harriet Heymans

Chief Operations Officer