



March 18, 2020

For Immediate Release

UPDATE ON BANKING SERVICES AND THE THREAT OF COVID-19

Kingston, Jamaica:

Following Prime Minister the Most Honourable Andrew Holness' press briefing on Monday, 16th March 2020, where further measures were instituted to mitigate the spread of the COVID-19, the Jamaica Bankers Association (JBA) wishes to advise the public of the following steps being taken by the industry to safeguard the health and safety of their customers, staff and community:

- We will be observing social distancing practices as advised by the Prime Minister
- Customers are being urged to use the alternate banking channels available to conduct transactions and avoid banking halls where possible
 - Utilize digital and electronic channels
 - Bank online or via telephone by contacting your Bank's Call Center
 - Use your Bank's conveniently located ATM machines
 - Customers are encouraged to take advantage of their debit and credit cards when making transactions, thereby minimizing the handling of cash
- We will be limiting the number of customers being serviced in the banking halls at any one time according to the guidelines (20-person limit)
- Customers who are displaying flu-like symptoms are strongly advised to desist from visiting the banking halls
- If you must visit a Branch, be sure to avoid physical contact with persons and limit your contact with surfaces within the public spaces
- We have increased sanitization measures in their branches and customers are kindly asked to utilise the available hand sanitizers upon entry into the banks or before dealing with the tellers/cashiers/frontline staff
- Customers are encouraged to contact their bank directly to discuss options that could be available to them if they are experiencing difficulties during this time
- As measures are being implemented to protect our customers and our staff, it is expected that wait times in the branches will increase

All Member Banks of the JBA have committed to working with personal and business banking customers on a case-by-case basis to provide flexible solutions to help them manage through challenges such as pay disruption and industry downturn due to COVID-19.

This support will include a range of solutions depending on each unique situation. Solutions communicated includes payment deferral for loans including mortgages, as well as access to additional funds for cash flow support purposes.

We will continue to monitor evolving economic conditions and consider other measures if necessary.

The JBA wishes to reassure the public that we are working with the Central Bank (BOJ), the Government, and its stakeholders to continue to provide safe and reliable services and prevent the spread of COVID-19.

Let's all remember to take the necessary precautions to protect ourselves, our communities and our country!

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For additional Information, contact:
Ms. Tracy LaCroix
Email: tracyl@psoj.org
Tel. 927-6238