



Ciaran McSharry,
Acting Managing Director

CORONA (COVID-19) UPDATE

Coronavirus(COVID-19) Update

At First Capital Bank, our colleagues, customers and clients remain top priority for us as we institute Business Continuity Management measures. In our efforts to contain and treat any potential COVID-19 scenarios, we have instituted a number of initiatives to ensure the health and safety of both customers and colleagues. We are monitoring events in each local community and are continuously updating our policies and protocols as a result of new information.

As an institution, we have implemented the following measures:

- We have enabled some of our colleagues to work remotely as we ensure business continuity
- For banking support that may require face to face engagement, we have enhanced the availability and use of hand sanitizers inside all of our branches, meeting rooms, office spaces and other customer touch points.
- For our Corporate and SME clients with Relationship Managers, we would suggest that in the current environment our default is to communicate telephonically, VC or via email platforms. For exceptional urgent matters, we can arrange face to face meetings, and would assure you of our continued support and focus in these times.
- We encourage our customers to make use of our internet banking platform to access their account information and to make payments.
- To allow for straight through processing, each RTGS transfer should not exceed ZWL\$2m. There is no limit on inter account transfers between First capital bank accounts.

Please contact your relationship manager to sign up for internet banking if you are not yet transacting online.

Corona Virus & Covid 19



FACT SHEET

What is Coronavirus disease 2019 (COVID-19)?



Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

How does COVID-19 spread?



The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of:



FEVER



COUGH



SHORTNESS OF BREATH

What are severe complications from this virus?



Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

Your in-branch customer experience may comprise of the following:

- All trap doors to branches will now permit only one person at a time, with limited numbers allowed in the branch at any given time.
- As a preventive measure, you will be required by our guards or any other staff members to sanitize your hands before entering into the branch.
- Staying on the side of caution, you may see our front liners wearing masks and gloves to protect both our customers and themselves from transmission of **COVID-19**.
- Information is critical and all our points of service will have educational posters to equip you with more information about **COVID-19**.

As we confront this global pandemic First Capital Bank remains guided by three of our values; collaboration, citizenship and service excellence. We are collaborating with the relevant government authorities, our regulators and other competent bodies in all our markets. While guidance and information are constantly evolving, our top priority is the health and safety of all of our colleagues and other stakeholders whom we interact with. We are also determined to ensure that the service we offer to our customers remains excellent even in the face of this global challenge.

Over the past years we have invested significantly in our systems and digital platforms which enable us to meet the requirements of our customers. We encourage all our customers to use available platforms for all the transactions that do not require face to face interactions so as to maintain the recommended social distancing.

We will continue to share updates and any relevant information on our group and country websites as well as through email, telephone and our social media platforms. You can follow our Facebook Page and Twitter account (@FirstCapitalZim) for more updates.

Our colleagues are ready to provide you with any specific information that you may require. In addition, I am available to help with any issues and would encourage you to please contact me as needed.

Best Regards

Ciaran McSharry

Acting Managing Director, First Capital Bank

How can I help protect myself?



Avoid close contact with people who are sick.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.



Avoid eating raw or undercooked animal products and exercise care when handling raw meat, milk or animal organs to avoid cross-contamination with uncooked foods

Is there a treatment?



There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

