

Lugano, 7th of July 2020

Information letter on the protection plan against COVID-19

Ladies and Gentlemen,

In application of the art. 4 of the Ordinance on measures to combat the COVID-19 epidemic in particular situation, the Bank, as a publicly accessible structure, has adopted a protection plan.

The aforementioned plan requires compliance with a series of behaviors, both by the employees of the Bank and its customers; therefore, it is necessary to make you aware of the following:

- The Bank receives its customers only on appointment;
- Any sick customers cannot be served in the Bank, therefore customers with flu symptoms cannot be admitted to the counseling area but must be served by telephone or online and when this is not possible, the appointment must be moved;
- Customers' entry into the Bank may be allowed only after taking body temperature;
- The "pictograms" which briefly show the protective measures, in accordance with the provisions of the Federal Office of Public Health (FOPH), are posted at the entrance and customers must read them;
- In order to access the Bank's offices customers must be equipped with a mask;
- Upon entering in the Bank, customers must apply a hand sanitizer that they will find at their disposal;
- The distance of at least 1.5 meters between people must be respected;
- If the distance of at least 1.5 meters is not maintained for more than 15 minutes and protective measures had not been adopted, such as for example the use of protective masks, the Bank is required to register customer data, unless the Bank already owns the data (name, surname, place of residence, telephone number), the Bank is also required to provide information on close contacts to the health authorities in the event of an infection;
- The superfluous objects that can be touched by several people, such as magazines for example, have been removed from the common areas.

The Bank has adopted the measures described above in order to protect the health of its customers and employees, therefore we trust in your understanding and in your precious collaboration.

Greetings.

Banca Aletti & C. (Suisse) SA