

ANNOUNCEMENT

TURKIYE İS BANKASI A.S. – Kosovo Branch, with this announcement, informs all customers that, until any further decision or recommendation by authorities, will continue its normal operations by providing services to all customers.

However, due to the situation created as a result of the **COVID-19** virus (also known as the “**Coronavirus**”) which is proclaimed as a pandemic from the World Health Organization, and after different and continuous decisions and recommendations by the Government of the Republic of Kosovo, please be informed about the following:

1. In order to prevent virus outbreak, we strongly recommend that you minimize your presence in our branches, and you use alternative channels of executing banking transactions (i.e. e-banking, debit cards etc.), or communicate with our staff via phone or e-mail for all issues that can be discussed without being physically present in our bank.
2. If you have symptoms of acute respiratory illness you are required to stay home and not come to the bank until you are tested and found to be not infected.
3. For banking services which can be done only by being physically present in our Bank, and which cannot be delayed to another later date, you are instructed to take all necessary measurements for the prevention of the spread of the COVID-19 virus, recommended by the government of the Republic of Kosovo, as well as our internal instructions, as stipulated in this announcement. Such actions, among others, include:
 - You have to disinfect your hands with a hand sanitizer placed in the entrance of the Bank, immediately upon entering bank premises.
 - Once entering Bank premises, you have to keep a distance of at least 1.5m from all other clients and banks staff.
 - You should avoid hand shaking greetings with other clients and banks staff.
 - You should cover your mouth and nose with a tissue when you cough, sneeze or use the inside of your elbow.
 - You should throw used tissues in the trash.
 - You should not prolong your presence in the bank premises, and you are required to leave immediately after you finish your job in the bank.

This announcement is not intended for the replacement of the medical advices; therefore, clients are instructed to contact the medical institutions in case they have any symptoms that could lead to the COVID-19 virus.

TURKIYE İS BANKASI A.S. – Kosovo Branch thanks you for your understanding and wishes you a good health together with your loved ones.