

## COMPANY ANNOUNCEMENT

*The following is a company announcement issued by MeDirect Bank (Malta) plc (the "Bank") pursuant to the Listing Authority Listing Rule 5.*

### Quote

The Bank advises its clients that it is monitoring carefully the Coronavirus (COVID-19) pandemic and the effects the pandemic may have on its clients, its employees and its financial performance. The Bank has implemented all necessary contingency measures to enable it to continue operating on a business as usual basis via remote working, whilst taking the necessary precautions to safeguard the well-being of its employees in the context of the ongoing pandemic. Virtually all of the Bank's employees are able to work remotely from their homes, enabling the Bank's clients to continue to benefit seamlessly from its services, both online and over the phone, with Bank staff available to assist them. Bank staff are available to assist with payments and deposits as well as with financial advice and investment services.

Limited face-to-face services are available at the Bank's investment centres in Sliema and Gozo between 08.30 and 14.00hrs, but based on the advice of health experts, the Bank urges its clients to make greater use of its online services and to contact their financial advisers by phone or via email on [customerservice@medirect.com.mt](mailto:customerservice@medirect.com.mt) should the need arise.

The Bank reminds its clients that it has issued important guidelines for clients to ensure they are well prepared to access their accounts and investments in the simplest way possible. This alongside other important notifications related to COVID-19 can be found on:

<https://www.medirect.com.mt/updates/news/COVID-19updates>

In the current uncertain economic environment, it is too early to predict the impact of the pandemic on the economy in general or the financial performance of the Bank. The Board of Directors and management of the Bank are focused intensively on protecting the Bank and its clients with enhanced risk management and prudent management of its resources. The Bank is confident that it has in place robust policies, operational expertise and financial resources and cushions to enable it to protect its clients and to meet the challenges of the current environment.

The Bank will continue to monitor the current pandemic and resulting economic conditions in close collaboration with the authorities and to take all necessary measures to safeguard the Bank, its staff and its clients.

### Unquote



Henry C. Schmeltzer

Company Secretary

14 April 2020