

Geneva, 25 March 2020

Dear Sir, Dear Madam,

We are writing to inform you of the actions that we have undertaken to ensure that the bank continues to operate and serve our clients in as seamless a way as possible during this period of COVID-19 pandemic.

Over the last ten days, we have taken actions to protect our employees, many of whom are working from home. All of them operating through secured offsite connection to the bank, giving them the capability to function as effectively as if they were working on our premises. Other colleagues have been segregated and we have split teams to work in different bank locations to avoid, as much as is feasible, infection spreading across teams.

As additional precautions, we have suspended all travel and made provisions for our colleagues to travel into work, avoiding public transport.

The continuity plan that we have implemented has worked very well and has enabled us to provide uninterrupted service and support to our clients. On a daily basis, we review the effectiveness of the continuity plan with immediate action taken for any changes required.

Should the Swiss Federal and Cantonal authorities impose further restrictions on the movement of people and impose a ban on all but the essential people travelling to a place of work, the business continuity plan is already effectively in place and operational, enabling all employees to work from home and be fully connected.

It is very important to us that, our employees and clients safely get through this crisis. As a management team, we are fully committed to ensuring that this happens and that the bank provides full continuity of service, whether working from the bank premises, or from other remote locations.

We wish you all the best to you and your family over the coming weeks and will communicate changes and progress on a regular basis.

Yours sincerely,

The Management of Banque Eric Sturdza



BANQUE
ERIC STURDZA

March 26, 2020

Dear Sir, Dear Madam,

We have been informed by the Postal Services of certain restrictions relating to the delivery of mail, within Switzerland and internationally:

The restrictions are as follows:

- Post coming into Switzerland continues. However, we cannot rule out the possibility of delays due to very limited modes of transport.
- **Transit times are extended** for the following countries: Andorra, Belgium, Denmark, Estonia, Finland, Germany, Gibraltar, Great Britain and Northern Ireland, Iceland, Ireland, Latvia, Lithuania, Luxembourg, Monaco, The Netherlands, Norway, The Russian Federation, San Marino, Slovakia, Slovenia, Sweden, The United States of America, The Vatican.
- We draw your attention that, for the above countries, **distribution against signature (registered post) is not available**.
- In addition, **no postal distribution is being undertaken** in regions, which have been blocked by the authorities of the following countries: Spain, Italy, France, Austria, Czech Republic, Portugal.
- For all other destinations, there is presently no postal service from Switzerland due to restrictions and the lack of means of transport.

We have therefore decided to retain, in a secure location in the bank, all mail due to be sent to countries under restrictions. Distribution will automatically resume as soon as the situation returns to normal.

We invite you to contact your relationship manager should you wish to subscribe to our e-banking service, or should you wish to receive your correspondence via email.

We thank you for your understanding and wish you all the best, as well as to your loved ones.

Yours faithfully,

Banque Eric Sturdza SA