



Dear Valued Client,

In the wake of the COVID-19 pandemic and the restrictions on movements announced by the President of the Republic, Consolidated Bank Ghana Ltd, (CBG) your Trusted Financial Partner, wishes to assure you of robust measures put in place for your complete safety, as we continue to provide you with banking services.

CBG, aims not only to be your Trusted Financial Partner but continues to stand with you by implementing effective interventions to mitigate the adverse commercial impact as well as health risks of the pandemic on you, our clients.

Your well-being during this critical period is of high importance to us. I therefore wish to personally inform you of the pragmatic steps we have taken to lessen the adverse impact of the pandemic and also ensure your safety while banking with us.

OUR SUPPORT TO YOU

- We have waived charges on local interbank transfers and interoperability on our digital platforms, as well as bank service charges.
- Mobile money transactions up to GHS100 across all networks from your wallet to bank account and vice-versa will also be free.

Consistent with the social distancing guidelines from WHO, I would encourage the use of our robust electronic channels which are available 24/7 to support your banking needs. These platforms have safety features well-tailored to enable you bank conveniently wherever you are

OUR BANKING HALLS

- Alcohol-based hand sanitizers have been placed at vantage points for your use to ensure you are protected while in our halls.
- Our Occupational Health officers have augmented and reinforced cleaning at our branches and all tangible points of contacts in our premises such as counters, ATMS, water dispensers and meeting rooms.

OUR STAFF

Our staff are well equipped and empowered to handle potential emergencies. Our security personnel have been trained to receive and direct customers from entry points at our banking halls.

OUR DIRECT CONTRIBUTION TO THE FIGHT AGAINST COVID-19

Your bank has also committed GH¢1 million to the fight to contain the spread of the virus in the country. This support will strictly go to key institutions central to the fight against COVID-19.

CBG continues to serve you under WHO recommended safety and hygienic standards to keep you safe. Constant messaging and updates on our measures against this pandemic shall be communicated to you.

On behalf of the entire Board, Management and Staff of CBG, I thank you for continuing to make CBG your bank of choice.

For more information or clarification, you may reach us on **0302216000** or via email at **info@cbg.com.gh**

Please Stay well and Safe.

Warm Regards,

Daniel Wilson Addo
Managing Director