Dear Valued Customer,

BUSINESS CONTINUITY MANAGEMENT

Mizuho Bank (the Bank) places priority on business continuity management (BCM), so as to ensure that there would be minimal disruption and swift recovery of its operations in the event of any emergency. As such, the Bank established its Business Continuity Management Framework (BCM Framework) to ensure that it is prepared for any emergency situation.

Under the BCM Framework, the Bank identifies its critical functions, assesses the potential impact of any emergency situation and formulates appropriate countermeasures to address general as well as specific risks.

In today’s pandemic crisis, the Bank’s BCM countermeasures include:

- Commencing split office operations to minimise staff concentration risk;
- Activating our alternate branch office at Changi Business Park, to ensure the continuity of banking services;
- Having an established communication plan to ensure that staff receive emergency notifications, to which staff may respond, if necessary;
- Utilising remote work tools and capabilities, as appropriate and necessary; and
- Measures to safeguard the continued well-being of its employees and customers, including strict social distancing guidelines.

In light of the volatility of any emergency situation, the Bank will formulate additional countermeasures as and when the need arises.

The health and well-being of our staff and customers is of paramount importance to the Bank. Therefore, in the event of any emergency, we will monitor the situation and provide updates as and when necessary.

CONTACT US
For customers who require assistance or clarification on the above, please contact your Relationship Managers.

Yours sincerely,

Mizuho Bank, Ltd.
Singapore Branch