



**Mizuho Bank, Ltd.**  
Bangkok Branch  
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32<sup>nd</sup> – 35<sup>th</sup> Floor, North Sathorn Road,  
Silom, Bangrak, Bangkok 10500  
Thailand

t: 0-2163-2999 f: 0-2200-2600, 0-2020-9600

March 16, 2020

**Bangkok Branch Measures Against COVID-19**

Dear Valued Customers,

With the increasing concern regarding the COVID-19 in Thailand, we want to ensure our valued customers we are closely monitoring the rapidly developing situation and have resources and measure in place to provide you with continued service and support in any type of contingency situation. To illustrate our preparedness and response on this matter, we have taken the following actions:

- 1) Requesting each unit to continually review, verify, improve and rehearse business continuity plan against pandemic/epidemic scenarios so as to ensure that each part of our operation and services will be carried out appropriately and suitably to any evolving situation.
- 2) Since end of January, we have conducted steps to ensure that our business continuity plan (BCP), once activated, will be fully and readily available. This was done by, amongst others, allocating our resources on split operation basis into three different locations. Our operations can be smoothly carried out from any location or all locations simultaneously.
- 3) For the well-being of our staffs, we are strictly following the recommendations of World Health Organization (WHO) to prevent the spread of infection. This includes educating our staffs with proper hand-washing guideline, deploying infrared thermometer for temperature self-check, and providing advice for self-quarantine and social distancing. We request and address our staffs to communicate with their family members and persons in his or her close contact.

*From January to present, none of our staffs is reported as infected or suspected of infection.*

- 4) We also inquire our staffs to report their travel plan for both business and private purposes since January 2020 to our management and strictly prohibit our staffs from travelling to high risk countries and countries with confirmed cases of infections.

We understand that you may wish to contact us in person and may do so at main office at Sathorn Square Office Tower or Eastern Seaboard Branch during regular opening hours. Please note that temperature screening by infrared thermometer by building staffs is required in lobby area before entrance to elevators.

For further information and inquiries, please contact our call center at 0-2163-2999 or contact your relationship manager.

We are greatly honored to earn your trust and confidence in our services, and we hope to continue serving you and your business in the future. We will continue to monitor the situation including the recommendations from the applicable authorities. Our focus, dedication and support providing to you are unwavering as we navigate in these unique times. We hope that you and your loved ones remain safe and healthy.

Sincerely yours,

Mizuho Bank, Ltd. Bangkok Branch



#### Contact Number at Mizuho Bank Ltd.

1. Business Promotion No. 1	0-2002-0222 ext. 2103-2117 / 3902-3903 / 3907
2. Business Promotion No. 2	0-2002-0222 ext. 2201 / 2204 / 2216 / 2222 / 3910-3911
3. Business Promotion No. 3	0-2002-0222 ext. 2301-2307 / 3870
4. Business Promotion No. 4	0-2002-0222 ext. 2400-2408 / 2410-2411
5. Business Promotion No. 5	0-2002-0222 ext. 2500-2524 / 3923-3925 / 3927-3929
6. Business Promotion No. 9	0-2002-0222 ext. 2901 / 2904 / 2308-2310 / 3871
7. Business Transaction Division	0-2002-0222 ext. 2657-2658 / 3914-3921
8. Mekong 5 Division	0-2002-0222 ext. 2702-2709 / 2721-2722 / 3922
9. Global Transaction Banking Division	0-2002-0222 ext. 2711-2716 / 2718/2719/3931 (Internet banking) ext. 2753-2754 / 3979 (Trade Finance) ext. 2717 / 2757(SCF)