

Lugano, 6th of May 2020

Information letter on the protection plan pursuant to Ordinance 2 COVID-19

Ladies and Gentlemen,

In application of the art. 6a of the Ordinance 2 relating measures to combat coronavirus (COVID-19) issued by the Federal Council, the Bank, as a publicly accessible structure, has adopted a protection plan.

The aforementioned plan requires compliance with a series of behaviors, both by the employees of the Bank and its customers; therefore, it is necessary to make you aware of the following:

- The Bank receives its customers only on appointment;
- Any sick customers cannot be served in the Bank, therefore customers with flu symptoms cannot be admitted to the counseling area but must be served by telephone or online and when this is not possible, the appointment must be moved;
- Customers' entry into the Bank may be allowed only after taking body temperature;
- The "pictograms" which briefly show the protective measures, in accordance with the provisions of the Federal Office of Public Health (FOPH), are posted at the entrance and customers must read them;
- In order to access the Bank's offices customers must be equipped with a mask and gloves;
- Upon entering in the Bank, customers must apply a hand sanitizer that they will find at their disposal;
- The superfluous objects that can be touched by several people, such as magazines for example, have been removed from the common areas;
- The service of drinks, such as coffee and water, has been interrupted.

The Bank has adopted the measures described above in order to protect the health of its customers and employees, therefore we trust in your understanding and in your precious collaboration.

Greetings.

Banca Aletti & C. (Suisse) SA