



State Bank of India
(California)

SBIC RESPONSE TO COVID-19

At State Bank of India (California), we are always committed to public safety. With the recent concerns about the potential spread of the Coronavirus, also known as COVID-19, we wanted to share our perspective and plans with you to create clarity during this period of uncertainty.

We are proactively managing this developing situation. Our key concern is the health and safety of our employees and our customers. At all our branch locations and our corporate office, we are taking the following precautionary measures to ensure the continued well-being of both our employees and our customers:

- Ongoing deep cleaning is being performed on a regular basis at all our branch and corporate office locations.
- Employees are encouraged to stay home if they are feeling sick.
- We are limiting the number of customers at the branch at one time to three (3), which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.
- We are also enforcing Social distancing in lounges and waiting areas. When arriving at the branch, please ring the bell or wait for a staff member to assist you. Upon entering, you may be directed to seating. Please maintain one person or immediate family per sofa while in the waiting area. Please also maintain a safe distance from customers waiting outside the branch by adhering to the social distancing protocol of six-foot distance from one another.

In addition to taking the proper precautions, we will continue to ensure you have access to your accounts whenever and wherever you need it. While we gladly continue to provide personal service at our branches, we also offer the latest banking technology for ease and convenience, debit and credit cards, Customer Care center, online and mobile banking.

Our online and mobile banking tools give you the flexibility to bank anytime, anywhere from the comfort of your home or on the go.

If you need assistance in accessing your account or downloading the mobile app, you can visit our website at www.sbical.com or reach out to our Customer Care center (1-877-707-1995), Monday through Friday from 8:30 am - 5 pm PST.

We will continue to monitor the situation and provide additional recommendations to you as it becomes available to us.

To learn more about the Coronavirus and recommendations for prevention, visit cdc.gov/coronavirus.

Thank you for doing your part in keeping our community safe and healthy.