

PRESS RELEASE

**BANCA MPS: STARTING FROM MONDAY, BRANCH VISITS
BY APPOINTMENT ONLY**

*Further measures adopted to **ensure essential services**
while helping to **contain the spread of the Covid-19 virus***

***All branches of the bank will be open to the public by appointment only
on Monday, Wednesday and Friday mornings***

***Customers can use our ATMs, APPs and Digital Banking services
for all their electronic transactions***

Siena, 20 March 2020 – Banca Monte dei Paschi di Siena has adopted new extraordinary measures to **ensure its operations** during the current health emergency and, at the same time, to help limit the spread of the Covid-19 virus. As of Monday 23 March, the bank's branches across the country may be accessed by appointment only on **Monday, Wednesday and Friday mornings**. This is a necessary measure to **protect the health of our customers and employees** in compliance with the government decree.

Banca MPS invites customers to use its **APPs** and **Digital Banking** services to make account queries (current accounts, debit and credit cards, investments, pre-paid cards, mortgages, loans) and carry out all their banking transactions electronically. Alternatively, customers can **call** their local branch **directly** to assess whether a branch visit is necessary for the transaction they wish to carry out and, if it is, an appointment can be arranged. For information on which branches are open and phone numbers, customers can visit our page at <https://www.mps.it/comunicazioni-alla-clientela/emergenza-coronavirus.html>, which is kept up to date with all useful information, as well as our social media accounts on Facebook, Twitter and LinkedIn.

Customers may also contact our bank staff using the toll-free number **800 41 41 41** from Italy and +39 0577 382999 if calling from abroad.

Banca MPS branches **will guarantee all essential services** and may be contacted by phone or email even on the days they are closed to the public.

Banca Monte dei Paschi di Siena will continue to take the most appropriate measures to protect its customers and staff while ensuring the best possible service at this difficult time.