

PRESS RELEASE

COLLECTING PENSIONS: BANCA MPS PROVIDES TELEPHONE SUPPORT TO ITS CUSTOMERS

During this COVID -19 health emergency, in the interest of protecting everyone's health and limiting the spread of the virus, MPS urges all pensioners not to go the branch and to use the ATMs

The bank is contacting its pensioner customers by phone to provide them with useful instructions for collecting their pensions and offering the necessary support

Siena, 27 March 2020 – Banca Monte dei Paschi di Siena is urging its pensioner customers not to visit the branch to collect their pensions but to use alternative options not requiring in-person visits as well as the ATMs outside of the agencies. This way we can ensure our operations during this Covid-19 health emergency while protecting everyone's health and reducing the risk of contagion. Banca MPS **is contacting** its pensioner customers by phone to offer them the necessary support remotely and, only in the case of absolute necessity, to arrange an appointment so that it can manage the number of customers coming into the branch and prevent over-crowding.

Banca MPS branches across the country may be visited by appointment only on Monday, Wednesday and Friday mornings. All branches may be contacted by phone or email even during the hours they are closed to the public.

For information on which branches are open and phone numbers, customers can visit our up-to-date page at <https://www.mps.it/comunicazioni-alla-clientela/emergenza-coronavirus.html> as well as our social media accounts on Facebook, Twitter e LinkedIn.

Customers may also use our APPS and Digital Banking services to make account queries (current accounts, debit and credit cards, investments, pre-paid cards, mortgages and loans) and carry out all their banking transactions electronically.

Banca Monte dei Paschi di Siena is constantly monitoring the emergency through a dedicated company unit and is taking the most appropriate measures to protect its customers and staff while ensuring the best possible service at this difficult time.