

12th March 2020

Corona Virus Update

To Our Valued Customers

The Bank of St Vincent and the Grenadines Ltd is committed to providing you with the best possible service during this outbreak of the Corona Virus (COVID 19). In the face of this risk, it is important that we take the necessary proactive measures to protect you and our employees in the event that the situation worsens.

Accordingly, we have installed hand sanitizers in the customer service halls at all our branches for your use as a safety measure. We encourage you to use these on entering and leaving the service halls, and even while you wait to complete your business. During this time, we have also engaged our cleaning service providers to ensure that every surface area, with which you may come in contact, is cleaned and sanitized throughout the day.

We are also coordinating with the relevant organizations to obtain the latest advisory to ensure your continued safety and the continued safety of our employees.

Please note that, in the event that you are unable to visit the Bank, your critical banking needs can be managed by contacting us through any of the following:

Service	Email Address	Telephone Number
Wire Transfers	gedasilva@bosvg.com	784 452 4113 784 496 3348
Standing Orders	gedasilva@bosvg.com	784 452 4113 784 496 3348
Customer Service	pjohn@bosvg.com	784 452 4157 784 534 8143
Card Service	clewis@bosvg.com	784 452 4229 784 534 7277 784 452 4151
ATMs	rglasgow@bosvg.com rdeshong@bosvg.com	784 493 1744 784 452 4138 784 497 1747 784 452 4103
General	lrose@bosvg.com info@bosvg.com	784 533 1136 784 457 1844 (during office hours)

Our online banking services are also available for your convenience.

Should you have any comments or concerns, as it relates to the corona virus outbreak and its possible impact on your banking services, you can email us at coronaviralert@bosvg.com.

We have posted a list of FAQs from global health organizations for your information. We urge you to keep up to date on the developments regarding the virus and do what you can to keep yourselves and your families safe.

In closing, please be assured that we are taking every precautionary measure to keep you and our employees healthy and safe, while maintaining the quality of service you have come to expect from our team.

With warmest regards,
Your reliable team at BOSVG, Doing More Together

