



BANK OF ISRAEL
Banking Supervision Department

April 22, 2020
20LM3252

To: Directors General of the banks

The corona crisis – additional guidelines concerning the provision of face-to-face services to bank customers

Ref: My letter 20LM3221 of March 15, 2020 and 20LM3238 of March 31, 2020

Further to my referenced letters, and in view of the government decisions on easing activity restrictions, I hereby notify you that it is my intention to revise my guidelines, subject to consultations with the Advisory Committee on Banking Matters and the approval of the Governor, as follows:

1. The share of branches that are to be open for customers shall not be less than 30 percent of the total number of the banking corporation's branches (hereinafter – customer in-person branches). You must make sure of the appropriate geographic dispersion of the community branches.
2. The customer in-person branches shall provide cash withdrawal and deposit services and check withdrawal and deposit services only. Other services shall be provided subject to prior arrangement and the availability of the service at the branch.
3. Banking corporations are to continue working to encourage customers to switch to receiving services through digital means and by telephone.

These guidelines will take effect, subject as stated to consultations with the Advisory Committee on Banking Matters and approval by the Governor, on Thursday, April 23, 2020.

Sincerely,

Dr. Hedva Ber
Supervisor of Banks