

Bank of Israel

Supervisor of Banks



March 31, 2020

20LM3238

To: Bank CEOs

Re: **The Coronavirus Crisis—Additional Guidelines Related to Provision of In-person Services to Bank Customers**

(Reference: My letter 20LM3221 dated March 15, 2020)

Pursuant to my letter referenced above, and in view of the government's decision to increase the severity of limitations on movement, I am contacting you to notify you of the update to my guidelines as follows:

1. The share of branches that are to be open for customers shall not be less than 15 percent of the banking corporation's total number of branches (hereinafter, customer in-person branches).
2. Customer in-person branches shall provide only cash withdrawal and deposit services and check withdrawal and deposit services. The provision of other services is subject to advance coordination and availability of the service at the branch.
3. Banking corporations are to continue working to encourage customers to switch to receiving services via digital and phone channels.
4. Banking corporations are to accelerate the processes required to enable all customers to withdraw their money, via ATMs, as well as to execute transactions remotely via payment card.

These guidelines shall go into effect on Wednesday, April 1, 2020.

Sincerely,

Dr. Hedva Ber
Supervisor of Banks