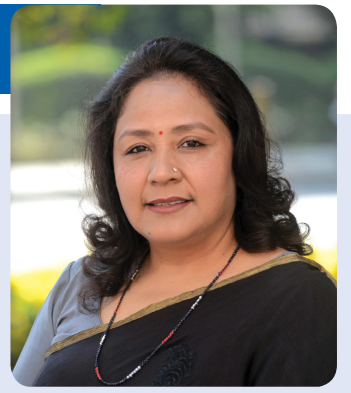


## 'Thank you' note to our valued Customers from the CEO



Thank You for trusting Mega Bank as your financial partner. It truly is our privilege to serve you. Our first priority is the health and safety of our Customers and employees. Health and welfare of our Customers is our utmost priority.

The present crisis poses a huge challenge to all of us, and one that we can only master together. Over the last few months, it has become clear that we are facing an unprecedented challenge. At Mega Bank Nepal Ltd, we value and put our Customers and employees first. We consider our Customers as part of our family and want to ensure you that the health and well-being of our Customers is as important to us as our employees. Rest assured, we MEGA BANK NEPAL LTD will continue to facilitate everything in our control to satisfy your banking needs to the possible extent and that you, our Customer, will always remain at the heart of all our activities.

We are taking extra precautions to help prevent the spread of COVID-19 and keep our Customers and Employees safe. We are continuously monitoring the recommendations set forth by the Government and are requesting both our Customers and Employees to reduce in-person interactions. We have already increased Employee communications electronically and disinfecting efforts in impacted regions where we operate.

### **We are Committed!! We are in this Together**

Now, more than ever before, our community needs the support and dependability from Banks and Financial Institutions. Our entire team takes this responsibility seriously and we are committed to getting through this together.

Keeping you and our teammates safe is our top priority. Adapting with the New Normal many of our team members have started Working From Home (WFH) as our system supports the same and as we are fully aware of the security threats required security features have been put in place. Though we have to temporarily close some of our branches on the instruction of the authorities, we continue to keep as many as we can open to serve our Customers. Our ATMs at countrywide locations and Online Banking shall remain available 24/7. While the way in which we work has temporarily changed, our commitment to serving you has not.

### **We have become Bigger**

Mega Bank Nepal Limited has started joint operations from 21st Asar 2077 (5th July 2020) after acquiring Gandaki Bikash Bank Ltd. With this acquisition, we are confident that we can serve you better and in a broader manner from our branch outlets throughout the country.

It is gut-wrenching to think about the impact COVID-19 is already having on our economy, from small businesses to tourism rather all businesses, barring a few. It is crucial that we all do what we can to support local businesses now so that when we recover from this pandemic – which I am confident we will, all businesses will recover with us.

Our scheduled branches are open for customers, but we are encouraging you to use online banking, mobile banking, ATMs and use other digital banking platforms for your banking needs.

On behalf of our 1800 plus teammates at Mega Bank Nepal Ltd, we thank you for your business and are committed to serving you in every step ahead. Let's continue to work together to keep our country and people healthy and strong.

We wish you and your loved ones good health and strength in the days and weeks ahead.

Thank you once again for being a part of Mega Bank Nepal Ltd family. Please visit our website, Facebook for continued updates.

**Stay safe and stay connected.**

*Winning your trust, we will move ahead* together at all times.

**Ms. Anupama Khunjeli**



विश्वास जित्दै... अघि बढ्दै...

