

Krungsri heightens preventive measures at branches focusing on maximum safety, embracing new normal following relaxation of COVID-19 restrictions

Bangkok (11 May 2020) – **Krungsri (Bank of Ayudhya PCL)** intensified preventive measures at branches focusing on both customer centricity and maximum safety for all parties, a proactive approach during and after the coronavirus pandemic (COVID-19). Through smooth connection between online and offline channels, a paradigm shift in product and service provision has been introduced based on the Bank's 'Make Life Simple' concept aligning with the new normal in life. Branch staff capabilities, as well as financial innovations, have been enhanced toward financial advisory excellence.

Mr. Phongsanant Thanattrai, Krungsri Head of Retail Banking and Distribution Group, said that "The global impact of COVID-19 crisis have been significantly seen on health care, economic, and social fronts, while accelerating the new normal emergence. In light of this, businesses need to embrace the change in their operations.

Since the early stage of the COVID-19 outbreak, Krungsri has strictly implemented a number of precautionary measures as a proactive approach in preventing the spread of infections, focusing on maximum safety of customers, employees, and visitors particularly at the Bank's branches. Preventive health measures are continually taken, including temperature checks, the use of face masks, hand sanitizer dispensers installed at service areas, ozone treatments, and disinfection. In addition, social distancing measures have been heightened by limiting the number of customers in branch space, keeping physical distance between them, emptying middle seats, installing counter shields separating tellers from customers, etc."

"Entering the new normal, physical branches remain one of the core service platforms connecting between the general public and the Thai financial sector as branch staff will serve more in financial advisory role. At the same time, customers will continue to rest assured when using safe and convenient online service channels. Through seamless offline and online platforms, Krungsri omnichannel experience will be offered in alignment with the post-COVID-19 new normal," Mr. Phongsanant added.

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About Krungsri

Krungsri (Bank of Ayudhya PCL and its group companies) is the fifth largest financial group in Thailand in terms of assets, loans, and deposits, and one of Thailand's five Domestic Systemically Important Banks (D-SIBs) with 75 years of history in the country. Krungsri is a strategic member of the Mitsubishi UFJ Financial Group (MUFG), Japan's largest financial group and one of the world's largest financial organizations. Krungsri provides a

comprehensive range of banking, consumer finance, investment, asset management, and other financial products and services to individual consumers, SMEs, and large corporations through 688 branches (648 Banking Branches and 40 Auto Business Branches) and over 33,255 service outlets nationwide. The Krungsri Group is the largest card issuer in Thailand with 9.3 million credit cards, sales finance, and personal loan accounts in its portfolio; a major automobile financing service provider (Krungsri Auto); one of the fastest growing asset management companies (Krungsri Asset Management); and a pioneer in microfinance (Ngern Tid Lor).

Krungsri is strongly committed to the highest level of integrity in conducting its business. All Krungsri Group companies have been awarded accreditation from the Private Sector Collective Action Coalition Against Corruption (CAC) in collaboration with industry peers and stakeholders on a zero tolerance approach to corruption.

About MUFG (Mitsubishi UFJ Financial Group, Inc.)

Mitsubishi UFJ Financial Group, Inc. (MUFG) is one of the world's leading financial groups. Headquartered in Tokyo with over 360 years of history, MUFG is a global network with over 3,000 offices in more than 50 markets.

The Group has over 180,000 employees, and offers services including commercial banking, trust banking, securities, credit cards, consumer finance, asset management, and leasing. The Group aims to "be the world's most trusted financial group" through close collaboration among our operating companies and flexibly respond to all of the financial needs of our customers, serving society, and fostering shared and sustainable growth for a better world. MUFG's shares trade on the Tokyo, Nagoya, and New York stock exchanges. For more information, visit <https://www.mufg.jp/english>.

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