

Media Statement

UOB confirms employee tests positive for COVID-19

Employee was last in the office on 13 July 2021; works in the Bank's Serangoon Central branch

Singapore, 16 July 2021 – UOB has been informed by the Ministry of Health that an employee at our Serangoon Central branch, located within NEX, has tested positive for COVID-19. Our colleague is now under medical care and we are assisting them and their family with all the support they may need at this time.

The branch has been closed for a thorough deep cleaning and disinfection, in accordance with Ministry of Health and National Environment Agency guidelines. The branch is scheduled to resume operations in two weeks.

Our colleague was last in the branch on 13 July 2021. Those colleagues who had close contact with our colleague are now under quarantine and have taken swab tests as a precautionary measure. They will remain under quarantine for 14 days.

While we have protective plastic barriers in place at our Serangoon Central branch, we recommend that customers who visited us over the last two weeks monitor their health closely and seek medical care immediately if they have any flu-like symptoms. We apologise for any inconvenience this may cause but do urge our customers to take swift action should they feel unwell.

We would like to reassure our customers and the community that we have put in place stringent precautionary measures to protect the well-being of those who work at or visit our premises.

We continue to conduct temperature screening at all our office buildings and branches. All colleagues and visitors entering our premises must check in using SafeEntry with their TraceTogether mobile app or token for contact tracing. We have also placed hand sanitisers in our branches and on all floors in each of our buildings, and have also been conducting more frequent cleaning and sanitisation at these premises since the onset of the COVID-19 pandemic. We also remind our colleagues to observe good personal hygiene and to see a doctor if they are unwell.



As part of community efforts to help curb the spread of the virus, we remind our customers that digital services are available to allow them to conduct banking activities in the comfort and safety of their homes.

We remain committed to doing all that we can to help protect the well-being of our colleagues, customers and the community, especially amid the recent increase in community infections.

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About UOB

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 offices in 19 countries and territories in Asia Pacific, Europe and North America. Since its incorporation in 1935, UOB has grown organically and through a series of strategic acquisitions. UOB is rated among the world's top banks: Aa1 by Moody's Investors Service and AA- by both S&P Global Ratings and Fitch Ratings. In Asia, UOB operates through its head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia, Thailand and Vietnam, as well as branches and representative offices across the region.

Over more than eight decades, generations of UOB employees have carried through the entrepreneurial spirit, the focus on long-term value creation and an unwavering commitment to do what is right for our customers and our colleagues.

We believe in being a responsible financial services provider and we are committed to making a difference in the lives of our stakeholders and in the communities in which we operate. Just as we are dedicated to helping our customers manage their finances wisely and to grow their businesses, UOB is steadfast in our support of social development, particularly in the areas of art, children and education.

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