

## **CORONAVIRUS-MESSAGE TO ALL CUSTOMERS.**

We have put in place some necessary steps to continue to provide the service we offer throughout the disruption caused by the evolving Coronavirus pandemic.

Given the latest guidance from the UK Government the vast majority of BFC Bank staff will work from home, or in a remote location whilst maintaining the security and confidentiality of your information. This will be for the foreseeable future. However, you can still contact us as normal by calling the usual **telephone number 0208 181 3715** or by sending an email to the familiar email address [customerservices@bfcbank.co.uk](mailto:customerservices@bfcbank.co.uk).

We have worked to ensure that there is minimal impact in our responses to your enquiries and other matters. On occasions there may be a small delay, please bear with us.

We have adopted this policy in the interest and welfare of all our colleagues, and to ensure that we can remain committed with our support to you in providing the best level of service possible.

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