

Press Release

Munich, 26 March 2020

## **HypoVereinsbank guarantees nation-wide customer service through further measures and strengthening of its multi-channel offer**

The health and well-being of its employees and its customers is a top priority for UniCredit and HypoVereinsbank just like the best possible support for its customers.

Against this backdrop HypoVereinsbank has taken further action to guarantee nation-wide service coverage for its clients while protecting the health of both client and staff through reduced physical contacts.

The multi-channel offer has already been significantly strengthened since 16 March 2020 and personal advisory services in the branches has been focused on high-frequency locations and flagship branches. The acceptance among our customers for this is very high, as they still have access to the full range of banking services and products and to advice offered in the accustomed quality.

Of the 337 branches in Germany around 30 percent will remain open permanently or in weekly rotation for the time being. The self-service zones in all 337 branches in Germany will also remain open, where all essential day-to-day bank transactions (deposits, withdrawals, transfers, account information) can be executed around the clock, seven days a week. In addition customer advisors will continue to be available to their customers by telephone and online as usual even in the temporarily closed branches.

Please refer to the [branch finder](#) on the HypoVereinsbank website and in the MobileBanking App for an overview of all branches and their respective opening hours.

The Group will continue to actively monitor the situation, always act in everyone's best interest and do the right thing vis à vis all its stakeholders and follow the security and health protocols.

Further information in connection with the coronavirus can be found here:  
<https://www.hypovereinsbank.de/hvb/services/aktuelle-hinweise>

## **About UniCredit**

UniCredit is a simple successful pan-European Commercial Bank, with a fully plugged in CIB, delivering a unique Western, Central and Eastern European network to its extensive client franchise. UniCredit offers both local and international expertise to its clients, providing them with unparalleled access to leading banks in its 13 core markets through its European banking network: Italy, Germany, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Hungary, Romania, Russia, Serbia, Slovakia and Slovenia. Leveraging on an international network of representative offices and branches, UniCredit serves clients in another 18 countries worldwide.

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