

Press Release

Munich, 16 March 2020

HypoVereinsbank takes further measures against the spread of the new Coronavirus and significantly strengthens its multi-channel offer

The health and well-being of its employees and its customers is a top priority for UniCredit and HypoVereinsbank. 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.

Following health and safety protocols HypoVereinsbank is taking further measures. In this regard the Bank has taken decisive 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 will be significantly strengthened and, over the coming days, personal advisory services in the branches will gradually focus on high-frequency locations and flagship branches only. In addition, plexiglass separators will be installed, where necessary. On Monday, March 16, 2020, HypoVereinsbank begins the closure of 101 of the 337 branches in Germany. This process will be completed on Tuesday, March 17, 2020, at which point 30 percent of the branch teams will be working from home. In order to continue to provide personal advice to customers in all regions, branches in different locations will be open on alternate weeks. A branch that has been closed for a week will be reopened the following week, while another location will be temporarily closed. However, even in the temporarily closed branches, customer advisors will continue to be available to their customers by telephone as usual.

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.

HypoVereinsbank's multi-channel banking services allow the execution of the main services and transactions easily, quickly and securely via internet banking, the MobileBanking App, telephone banking and the self-service zones. Physical advisory services will be reduced as much as possible, until further notice. Consultation services via phone, videocalls and Skype calls will be significantly expanded.

The self-service zones in all 337 branches will remain open, where all essential day-to-day bank transactions (deposits, withdrawals, transfers, coin counting, account information) can be executed around the clock, seven days a week.

HypoVereinsbank already offers its services on multiple channels – online, via video via telephone banking and in its branches. With the expansion of its multi-channel offer, HypoVereinsbank is protecting its customers and employees, while maintaining the full range of banking services.

In addition to maintaining the full range of banking products and services currently offered to its private customers, HypoVereinsbank is also focused on supporting its many medium-sized corporate customers.

The bank is playing an important role in implementing the measures announced by the German government last week. Traditionally a strong partner of development institutions, HypoVereinsbank is well-positioned to support companies in their individual challenges, in connection with the new coronavirus.

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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