

CORONA: BAWAG P.S.K. THANKS BRANCH EMPLOYEES WITH SPECIAL BONUS

- ▶ **Special bonus for tireless commitment of BAWAG P.S.K. employees in the branches**
- ▶ **Successful reduction of the customer flow through digital offers**
- ▶ **Rapid assistance for SMEs through online application forms for bridging loans**

VIENNA, March 31, 2020 - BAWAG P.S.K. would like to thank its branch employees for the daily support of their customers in the branches in the current situation with a special bonus - between 15% and 30% of a monthly salary. *"Especially in a phase in which all people in Austria are called upon to avoid any social proximity, our employees in the branches are in constant contact with customers and ensure with untiring commitment that service and financial security for our customers is guaranteed. As a sign of recognition and utmost respect, we have therefore decided to pay an extra bonus for our local heroes for the shared value of commitment to our customers,"* commented **David O'Leary**, Member of the Managing Board of the BAWAG Group and responsible for the retail and SME business of BAWAG P.S.K. in Austria.

Customerflow in branches declines, digital alternatives preferred

In order to protect the health of its employees and customers, the bank has taken immediate measures in the branches in recent weeks, such as appointing security staff, installing plexiglas panels at the counters, making disinfectants available and increasing the intensity of cleaning. By providing information through all possible channels, which also encourages customers to limit their visits to the stores to the minimum and to choose alternative services instead, the flow of customers to the stores has been reduced but is still there. However, many customers also use the comprehensive digital possibilities, such as the digital banking app "klar", for their banking businesses - BAWAG P.S.K. branches, which are still open throughout Austria, are only used for really necessary advisory needs at the moment.

Online application route for SME customers

For SME customers, BAWAG P.S.K. has already been offering an online application section on its website since last Friday to enable them to apply for bridging loans quickly and without visiting a branch. In addition, the Bank has decided to suspend the inflation adjustment of fees for account models this year. *"As a bank with deep roots in Austria for well over 100 years, we have a particularly responsible role to play in society and the Austrian economy in the context of this crisis situation. We are proud of all our employees who, by serving the customers of the Austrian economy, are helping to overcome the crisis - also in our central units,"* **O'Leary** concluded.

About BAWAG Group

BAWAG Group AG is the listed holding company of BAWAG P.S.K., which is headquartered in Vienna, Austria, along with easybank, easyleasing and start:bausparkasse. Südwestbank, BFL Leasing, Health Coevo and start:bausparkasse are located in Germany, with the Zahnärztekasse AG factoring business based in Switzerland. With 2.5 million customers, BAWAG P.S.K. is one of Austria's largest banks operating under a well-recognized national brand. The Bank applies a low risk, efficient, simple and transparent business model focused on Austria, Germany and developed markets. We serve retail, small business and corporate customers offering comprehensive savings, payment, lending, leasing, investment, building society, factoring and insurance products and services through various online and offline channels.

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The text of the press release is also available for download on the BAWAG Group website:
<https://www.bawaggroup.com>