

In view of the current evolution of the Corona Virus (Covid-19), ATLANTICO Namibia has activated a contingency plan to protect the health and safety of our Customers and Employees, while ensuring the normal functioning of the Bank.

We would like to share with you the important measures taken under this plan:

- The access to our Branch is now restricted to 5 customers at a time so as to practice Social Distancing;
- If you must visit the Branch, kindly avoid bringing people who don't need to be in the Bank;
- Although some of the Bank's employees are working remotely, the Relationship Managers are still available for all any types of services and support you may require, through their existing contact details;
- The Bank will continue to operate normally its services it offers to its Customers, including transfer and payment services as well as maintaining normal service levels in processing transactions.

### FREQUENTLY ASKED QUESTIONS - FAQs

#### **How can I apply for credit relief?**

You may email the Bank on [sic@atlantico.na](mailto:sic@atlantico.na) or contact your Relationship Manager directly.

#### **Who qualifies for the payment holiday?**

Businesses currently banking with ATLANTICO Namibia Bank may qualify for the payment holiday for their Business Loan subject to an approval process.

#### **How will I be communicated with?**

ATLANTICO Namibia Bank will be communicating with you on an ongoing basis via email.

#### **If I qualify for a payment holiday, is there anything further that needs to be done?**

You will be required to approve an agreement by physically signing a document, signed by the business owners or a resolution to be provided by the business owners authorizing one person to sign on behalf of the business.

#### **Can I take out a loan now and start paying in 3 months subject to approval?**

No, the payment holiday is only for customers with existing facilities and that can prove that their business is adversely impacted by the pandemic.

#### **When does the payment holiday start?**

The payment holiday is applicable for 3 months from the date when the amended agreement has been duly signed.

#### **Will I still be charged interest and fees?**

Yes, this will accrue on your account, but no payment will be taken for the 3 months.

#### **Will there be any terms changes to the loans?**

Yes - if you have a Revolving Overdraft Loan you will not be able to draw down on the facility during the payment holiday period.

For more details, kindly contact us at [sic@atlantico.na](mailto:sic@atlantico.na)