

Measures Taken by Samba Bank Limited for Samba Clients / Customers

- Customer Awareness on Coronavirus Disease (COVID-19)

ACT TODAY, SAVE TOMORROW!

Dear Customer, we care for you and your well-being. To prevent the spread of coronavirus disease (COVID-19), please follow the below instructions when banking.



USE ALTERNATIVE BANKING CHANNELS (INTERNET & MOBILE)
بینکنگ کے متبادل ذرائع استعمال کریں (انٹرنیٹ اور موبائل)



USE YOUR SAMBA DEBIT CARD TO MAKE PAYMENTS
ادائیگی کے لیے اپنا سامبا ڈیبٹ کارڈ استعمال کریں



SANITIZE YOUR HANDS AFTER USING ATM & POS
کے بعد اپنے ہاتھوں کو صابن سے دھو کر



AVOID VISITING BANK BRANCHES
بینک کی برانچ پر جانے سے گریز کریں



AVOID USING CASH AND CHEQUES
کیش اور چیک استعمال کرنے سے گریز کریں

PRECAUTIONS

Coronavirus disease (COVID-19) is known to spread mainly from person-to-person. Avoid getting infected by taking as many preventive measures as possible.



WASH YOUR HANDS OFTEN
اپنے ہاتھ باقاعدگی سے دھوئیں



MAINTAIN SOCIAL DISTANCING
سامتی روادار سے پرہیز کریں



AVOID TOUCHING YOUR FACE
اپنے چہرے کو ہاتھ لگانے سے گریز کریں



WEAR A FACEMASK IF YOU ARE SICK
اگر آپ بیمار ہیں تو ماسک پہنیں



CLEAN AND DISINFECT SURFACES
سطحوں کو صاف اور جراثیم سے پاک کریں

samba bank  سامبا بینک

- Measures to Limit the Spread of COVID-19 by Encouraging Customers to Use Alternate Delivery Channels (ADCs)

SAMBA ONLINE

SAMBA SMART

SAMBA ATM

Stay Safe, Go Digital.

Do not let Coronavirus affect your day to day banking needs. Connect to Samba Smart, Samba Online & Samba ATM to conduct your transactions in safe & secure environment with transactional charges waived off on **Funds Transfer, Bill Payment & Mobile Top-up.**

Available on the **App Store**

GET IT ON **Google Play**

think samba | World class banking solutions
for the most important things in life

UAN 11 11 SAMBA (72622)
www.samba.com.pk

Samba Bank Limited - Subsidiary of Samba Financial Group, Saudi Arabia

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- **Reduction in the Number of Operating Branches and Updated Branch Timing During COVID-19**



OPEN FOR YOUR EASE

TO PREVENT THE SPREAD OF COVID-19, SAMBA BANK LIMITED IS OPERATING WITH SELECTED BRANCHES FROM MONDAY TO THURSDAY 10AM TO 4PM FRIDAY 10AM TO 1PM UNTIL FURTHER NOTICE.

STAY SAFE & ACCESS ALL YOUR BANKING NEEDS THROUGH SAMBA INTERNET BANKING, SAMBASMART MOBILE APPLICATION AND SAMBA ATM, AVAILABLE 24/7.

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SMS's and Emails Sent to Customers During COVID-19

- COVID-19 Precautionary Alert: We recommend our clients to use our Alternate Delivery Channels such as Mobile and Internet Banking for their banking needs. We also encourage use of Samba Debit Card instead of cash payments. To register for our Internet Banking, please visit tinyurl.com/yx8u289g.
- Dear Valued Customer,

We hope that you are doing well and are in high spirits.

In these testing times, we are extremely concerned about the well-being of our clients and are putting in all possible efforts to provide them with safer options to avail a host of banking services.

Samba Bank Limited provides seamless and secure digital banking services through its Internet Banking platform, Mobile Banking App, Phone Banking and ATM Machines across Pakistan. We encourage our customers to use these alternate delivery channels to conduct day to day transactions from the comfort of their homes. For the convenience of our valued customers, the charges for all cash-less transactions has been waived off till further notice using the above mentioned channels.

You can immediately register to start using Samba Internet Banking facility by visiting www.samba.com.pk (or by clicking here). Our secured SambaSmart | Mobile Banking facility is available for download free of charge for all Apple IOS and Android Users on the following links:

IOS: <https://tinyurl.com/qsph6ea>

Android: <https://tinyurl.com/r8mreaz>

You may use the above alternate delivery channels for :

- Real-Time Balance Enquiry
- View Account Statement
- Funds Transfer (within Samba Bank or other Bank accounts)
- Bill, Loan & Tax Payments
- Mobile Top Ups

You can also call our 24 / 7 Samba Phone Banking facility at +92-21-11 11 (SAMBA) 72622 from your registered number for more information to seek assistance regarding registration and login and to find out how our Alternate Delivery Channels can be of help to you.

The safety and health of our customers and employees is of the utmost importance and we will be monitoring the COVID-19 situation very closely. As a resilient nation, we are confident that very soon, we will surpass this difficult time.

Regards,

Samba Bank Limited

- Dear Customer,

All Samba Bank Branches will be open from Mon-Fri, 10am to 4:30pm. Samba Internet Banking, Samba Smart, ATMs & SambaPhone are accessible 24/7.

Regards,

Samba Bank Limited

Dear Valued Customer,

We hope that this email finds you in good health.

In accordance with the State Bank of Pakistan BPRD Circular Letter No.08 of 2020 dated March 23, 2020 and updated instructions received on March 26, 2020 regarding the pandemic COVID - 19, we would like to inform you that Samba Bank Limited would be operating from a select number of branches starting from March 27, 2020 until further notice.

You can [click here](#) to find the complete list of Samba Bank Limited branches that are opened in your proximity.

The customer timings for all the open branches have also been revised as follows:

Days	Business Hours
Monday to Thursday	10:00 a.m. to 04:00 p.m.
Friday	10:00 a.m. to 01:00 p.m.
Saturday and Sunday	Closed

Once again, in light with the safety guidelines issued by the Government of Pakistan, we would strongly recommend you to stay indoors and continue performing all your banking transactions from the safety of your home using Samba Bank Limited secure digital banking platform such as Internet Banking, Mobile Banking App, 24 / 7 SambaPhone Banking and ATM Machines across Pakistan.

You can immediately register to start using Samba Internet Banking facility by visiting www.samba.com.pk (or by clicking here).. Our secured SambaSmart | Mobile Banking facility is available for download free of charge for all Apple IOS and Android Users on the following links:

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You can also call our 24 / 7 Samba Phone Banking facility at +92-21-11 11 (SAMBA) 72622 from your registered number for more information to seek assistance regarding registration and login and to find out how our Alternate Delivery Channels can be of help to you.

Thank you and we wish you and your loved onesâ€™ health in these difficult times.

Regards,

Samba Bank Limited

- Dear Customer,

COVID-19 Security Advisory: Safeguard your personal/financial information. Please do not share your personal/financial info, OTP/User ID/Password/email/SMS with individuals posing as officials from any institution. Do not entertain suspicious payment/account-maintenance requests & do not open suspicious email attachments.

Regards,

Samba Digital Banking

- Dear Customer,

COVID-19 Security Advisory: Safeguard your personal/financial information. Please do not share your personal/financial info, OTP/User ID/Password/email/SMS with individuals posing as officials from any institution. Do not entertain suspicious payment/account-maintenance requests & do not open suspicious email attachments.

Regards,

Samba Digital Banking

- Dear Customer,

Contribute PKR 20 to the Prime Minister's Corona Relief Fund by sending a blank SMS to 6677.

For more ways to donate, please log on to www.pmcraf.covid.gov.pk.

Regards,

Samba Bank Limited

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