

## CUSTOMER HEALTH AND SAFETY

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Health and safety of the clients is fundamental to our sense of commitment and a top priority. We ensure the safety of our customers by providing digital products and solutions to their financial transactions at the comfort of their homes or offices anytime and beyond borders. Further, webinars on financial literacy and Pre-Departure Orientation Seminars were attended by Overseas Filipino Workers (OFWs). Thus, preventing exposures to COVID-19 virus that continuously impacting our daily lives. Nevertheless, in instances of face-to-face activities, customer health and safety is of utmost importance.

The Bank's policy is to take reasonable steps to ensure the health and safety of our customers while at bank premises through the following activities:

- Vaccination of all bank employees in compliance with the Advisory No. 43 of National COVID-19 Vaccination Operations Center dated May 15, 2021.
  - Prepared and submitted the DOH Vaccine Information Management Template Immunization Registry and List of Vaccinated Employees.
  - All Bank employees had received their vaccinations accordingly.
- Adopted the required onsite capacity of government offices during ECQ, MECQ and Alert Level System issued by the Inter-Agency Task Force
- Completed the termite fumigation/treatment of OFBank Center and its perimeter on June 12, 2021, with follows-up within the year
- Conducted weekly sanitation/disinfectant of the entire building; maintained cleanliness of the surroundings
- Measured body temperature and screened the employees and customers if wearing face masks/shields prior to entry to bank premises
- Provided alcohol to all bank employees and at the main entrance
- Registered with StaySafe.PH to facilitate contact tracing
- Observed social distancing at all times



# INTERACTION WITH THE COMMUNITY

For the year 2021, financial literacy seminars and account opening - **five hundred (500)** online and **ninety nine (99)** face-to-face sessions for overseas Filipinos and beneficiaries in partnership with LANDBANK Domestic and Overseas Remittance Officers, various government agencies, OFW groups, and Filipino community groups.

## Financial Inclusion



500  
webinars



Financial literacy seminars and account opening - online and face-to-face sessions for overseas Filipinos and beneficiaries in partnership with LANDBANK Domestic and Overseas Remittance Officers, various government agencies, OFW groups, and Filipino community groups

99  
face-to-face seminars

## Collaborations with Government Agencies

### With SSS



### With PTIC (DTI) – India and DTI Reps from 25 other countries



### With DICT



Overseas Filipinos (OFs) received guidance on saving and investing for the future during the second episode of the *Trabaho, Negosyo, Kabuhayan* (TNK) | Select Language





Collaborations with NGOs/Party List

MARINO Party List of Congressman Gonzalez



Collaboration with NGOs/Party List

With AKO OFW

- Lingayen, Pangasinan
- Aguilar, Pangasinan
- Nasugbu, Batangas
- Tagudin, Ilocos
- Sta. Maria, Ilocos
- Bauang, La Union
- Luna, La Union







OverseasFilipinoBank

## Collaboration with LGUs

- Taguig - Sta.Ana, Tuktukan, Hagonoy
- Pateros - Silangan, Kanluran, Wawa
- Muntinlupa - Cupang, Putatan, Sucat
- Quezon City - Tatalon, Batasang Hills, Payatas
- Mandaluyong - Brgy. Pio
- Manila – Manila Brgy Bureau

With Quezon City PESO



With Brgy. Tipas, Taguig



With Brgy. Wawa, Pateros

