

# COVID-19

## Good practices when using banking services



Prefer **digital channels or the telephone** to carry out banking operations or talk to your manager.



Day-to-day operations can be carried out with complete security and comfort through the **Homebanking service or the bank's app**.



Only go to your bank branch when **absolutely necessary**, especially if you are part of a risk group (the elderly, people with chronic diseases or with a weakened immune system).



When you cannot use digital channels to make transfers, pay for services or top-up your mobile phone, **use the self-service machines at bank branches or ATMs, in order to minimise personal contact**.



Avoid handling cash and **prefer card payments** (contactless if possible) or **use digital channels**.