



## PRESS RELEASE

Madrid, 15 March 2020

### **Bank offices will remain open to offer services to customers**

The **Royal Decree**<sup>1</sup> approved yesterday declaring the state of alert in Spain includes banks among the services that citizens will continue to have access to. In this exceptional situation, banks, in coordination with the Banco de España, will ensure access to banking services nationwide.

Specifically, in addition to the services habitually provided via digital banking, banks will remain accessible to the public through their network of branches, covering all municipalities where they have a physical presence. Further, the full operability of ATM networks will allow customers to take out cash and give them access to basic transactions without having to step inside branches.

Spanish banks will apply the necessary measures to prevent employees from assuming risks in the branches open to the public.

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<sup>1</sup> **Royal Decree 463/2020** of 14 March 2020 declaring the state of alert for the management of the health crisis situation caused by COVID-19.

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