

PRESS RELEASE

Madrid, 30 March 2020

Institutions will continue offering services in their offices

Royal Decree Law 10/2020 approved yesterday by the Council of Ministers, which restricts activities that may continue to be pursued to those considered essential, does not affect banking services. Accordingly, institutions will keep offices open for customer transactions requiring face-to-face attention. Since the declaration of the state of alert by the Government on 14 March, institutions have ensured the provision of services in all municipalities in which they have a physical presence.

However, to minimise the risks of contagion, users are reminded that digital channels and the ATM network are available for all those transactions where personal attention is not necessary.


Institutions will continue applying the necessary preventative measures so that employees should not face risks in the branches that remain open to the public.

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