



PRESS RELEASE

Madrid, 29 May 2020

Banco de España to gradually resume attending personally to the public on its premises via prior appointment

The Banco de España is to resume attending personally to the general public on its premises, after this ceased to be the case further to the Government decreeing a state of alert to contain the spread of COVID-19. The move will be a gradual one, as the cities where its premises are located reach phase 2 of the “Plan for transition to a new normality”, approved by the Council of Ministers on 28 April 2020.

Face-to-face attention will be on a prior-appointment basis, except for instances involving the submission of documents to the Register and current-account-holder transactions. Such planned attention will adhere to the need to minimise, in the current circumstances, possible health risks and will comply with the safety measures recommended by the health authorities, such as controlling the number of people allowed in and social distancing.

To apply for a prior appointment at the Banco de España branches resuming activity as from 1 June 2020, citizens may call the following numbers:

A Coruña	981 211400
Alicante	965 208200
Badajoz	924 254102
Bilbao	944 238504
Las Palmas de Gran Canaria	928 367566
Málaga	952 226802 / 03
Murcia	968 217653
Oviedo	985 251622
Palma	971 725950
Sevilla	954 227442
Santa Cruz de Tenerife	620 327 373
Valencia	963 427286
Zaragoza	976 224904


Besides face-to-face attention, the Bank will continue to offer its services to the public on-line, through its Virtual Office and by phone.

Any further information can be obtained on the Bank's website (www.bde.es).

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For further information: Tel. +34 91 338 5044 / 6097 / 5318 Fax +34 91 338 5203 www.bde.es Email: comunicacion@bde.es

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 Banco de España