CORONAVIRUS DISEASE (COVID-19) PANDEMIC

BANCOOB/SICOOB EXPERIENCE







BRAZIL'S SCENARIO

Federal District (DF) decrees no more • classes, no events with more than 100 people. Bar and restaurants should keep 2 meters distance from one table to another.

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- Rio and DF: any public events like shows, fairs, theather, etc., any places like parks, gym academies, commercial shops restaurants have to be closed. Only pharmacies, markets and health carefacilities are allowed to be opened. Transport between cities or SP • other states are suspended. decrees social
- São Paulo closes • commercial premises. Only essential services are allowed.



BANCOOB'S SCENARIO - EMPLOYEES

Home Office to all

Distribution of

Home Office's

Suspension of

and feedback

formal evaluation

playbook.

meetings

scheduled.

interns.

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- Crisis Committee.
- Home office to employees at risk group.
- Cancellation of all institutional travels.
- Suspension of all corporate events.

Mar 17th

- Postponement of all international travels.
- Removal of all employees who had traveled to the affected countries.

Cancellation of all reunions with more than 50 people.

Mar 12th

• Environment disinfection after first case confirmed of Covid-19.

- Reducing the number of employees working in the building to just 20% of the total.
- Shutdown of central air conditioning.
- Reducing the number of employees working in the building to just 10% of the total.
- Employment contract additive signature via app.

Mar 19th

Mar 20th Mar 24th

War room

installation.

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Mar 27th

EMPLOYEES IN PREMISES



GOVERNMENT MEASURES

- Fiscal target easing.
- Support to vulnerable people.
- Jobs law flexibilization in order to maintain employment.
- Financial support to informal workers and individual entrepreneurs.
- Taxes rescheduling or reduction.
- Federal financial support to states.
- Financial support to airline sector.
- Market liquidity raise.
- Support from development bank (BNDES) and public banks.
- Financial support to SME's

CENTRAL BANK AND BNDES MEASURES

Central Bank

Liquidity measures

2008	2020
US\$ 23 bi	US\$ 238 bi

• BNDES

SME's credit for payroll

2 months of 2 minimum wages per employee.

Emergency line – health sector

Credit for capacity expantion and equipments offer for hospitals.

R\$ 20 billion (US\$ 4 bi) for workers fund

Financial resourses transfer.

Increase working capital offer

SME's credit line expansion to R\$ 5 bi (US\$ 1 bi).

Payments suspension

Reschedule loans amortization to six months from now.

SICOOB'S COOPERATIVES MEASURES

- Suspension of real estate consortium operations.
- Life insurance coverage for deaths due to covid-19.
- Replacement of bureaucracies that required physical presence by digital assistance.
- Restructuring of credit lines.
- 90-day postponement, unconditional.
- Offering new credit lines specific to the moment.
- Postponement of the Cooperatives' Ordinary General Meetings.
- Floor sticker asking for a minimum distance of 2 meters.

- Encouraging the use of digital service channels:
 - Deadline for payments.
 - Dual authorization payments (QR Code).
 - Digital transactions.
 - Digital services.
 - Call center.
 - Incentive to use virtual card.
 - Incentive to use digital invoice to credit cards.
- Campaign Priority is people.
- Contagion prevention advertising pieces.
- Restriction of branches operation or special operating hours (according local authorities).

TAKE AWAYS AND CONCLUSION

The structure is able to support this crisis, despite the excessive efforts to apply the possible adjustments. Any adverse consequence is put off to a second moment.

Coops are working to provide any kind of help to the locals.

Different from banks coops are rescheduling loans with no raise in interest rates.

Sicoob's coops are available to be an arm in order to distribute any additional financial help from government. Sicoob is the 5th largest branches network.