

**March 2020**

Dear Customers,

**COVID-19 Update**

As the COVID-19 situation in Ireland evolves we are continuing to monitor all developments and initiatives of the HSE and Government closely. If guidance and advice changes we will adapt accordingly and as always, the health and wellbeing of our customers and staff remains a top priority.

**Contact:**

At Mars Capital, we appreciate the current situation with COVID-19 may present difficult times both personally and financially for you and your family. We would like to confirm our commitment to ensure continuity of services in our business and to reassure you that we are available on phone and email to support you. Customer face-to-face meetings will not be scheduled at this time.

We remain open from 9am – 5.30pm Monday – Friday and are available on 1890 303 702 or, if calling from abroad, +353 1 630 6054.

Whilst our offices remain open, we are expecting to manage an increased volume of calls. If you need to speak with us, please bear with us. Should you experience any delays in service due to this, you can also email us at [info@marscapital.ie](mailto:info@marscapital.ie) or complete an online contact form and we will be back in contact with you shortly. There are payment services and documentation available online which you can easily access via our website.

**Customers** that may be experiencing financial difficulty.

We continue to support and work with customers during any period of financial disruption and difficulty they may find themselves in. We have a range of options which allows us to cater for the financial difficulties customers may face and should a customer find themselves in this situation, we would encourage them to engage at all times with us.

**Fraud and COVID-19:**

Fraudsters will continue to exploit the current situation to facilitate various types of fraud and cybercrime. To protect yourself from these threats please continue to be vigilant with phishing emails received or emails with attachments that may contain malware.

Be alert to suspicious phone calls, texts or emails from anyone claiming to be from the bank with a message about Coronavirus. Trusted organisations will NEVER ask you for your full PIN or password or ask you to move money from your account.

**COVID-19 Planning and Response:**

We have internal working groups in place to ensure continuity of service for our customers and we will continue to monitor the situation, adhering to advice from the HSE and relevant Government Departments. We are also working closely with the Banking & Payments Federation of Ireland (BPFI), who are engaging with industry stakeholders, the HSE and relevant Government Departments on a coordinated plan in response to the risks associated with any potential further escalation of COVID-19 in Ireland.

**Finally,**

We are here to help, so please reach out if you are worried about your ability to repay and we can discuss the options available to you during these difficult times.

Stay safe.

Mars Capital