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# The banking system of the Republic of Moldova ensures the continuity of services provision during the period of COVID-19, in the interest of citizens

The National Bank of Moldova (NBM) imposes a set of measures to prevent the COBID-19 spread and to ensure the further functionality of the financial and banking system of the country.

The measures are necessary for the health protection of the banks' employees and their customers in order to further benefit from provided services without interruption. In this regard, the NBM urges the citizens to respect strictly the behavioural and hygienic rules. If the physical presence at the bank is not mandatory, it is recommended to use the remote service systems, cashless instruments and services, such as internet-payments applications, mobile payments, cards, credit transfer (payment order) that allow to perform payments at any computer or mobile device.

At the same time, in order to prevent the COVID-19 spread, the National Bank took greater measures of protection in accordance with the recommendations of the World Health Organization and the Extraordinary National Commission for Public Health. The critical operational processes and the institution's activity continuity will be ensured during this period. It was also launched the remote activity process for more categories of employees.

The National Bank of Moldova, licensed banks and non-bank payment service providers continue their activity, providing all financial services. At the same time, more licensed banks announced short or modified working program for customer services.

Additional information may be requested by telephone or e-mail of the licensed banks. Contact details are displayed at the following link: https://www.bnm.md/ro/content/bancile-licentiate-din-republica-moldova [1]

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