

CONTINUED SERVICE AT MCB STOCKBROKERS DURING LOCKDOWN AND CURFEW

Dear Valued Client

We trust that you and your family are keeping safe at home and that, together, the Mauritian community will soon see the end of this pandemic.

As announced by the Prime Minister at a press conference on Sunday 22nd March, Mauritius will be placed under curfew from 8pm (local time) on Monday 23rd March until 8pm (local time) on 2nd April in an attempt to contain the spread of the virus.

We are writing to inform you that we have taken all necessary steps to ensure that our team (please see below for our contact details), working from home, is able to provide you with a continued, albeit restricted, service during these turbulent times.

1. Trading on the Stock Exchange of Mauritius (SEM)

A. Pending Settlements

In a [communiqué](#) released on Friday 20th, the SEM informed investors and the public that the stock exchange will remain closed as from 20th March 2020 until further notice. Please note that all trades effected before market closure will settle as scheduled on their respective settlement dates up to and including 24th March 2020. For any queries you may have regarding any trade settlements, please feel free to contact our **Operations Team**.

B. Trading

Scenario 1: Market remains closed

In the event that the market remains closed, our **Dealing Team** will assist you with any queries during normal office hours and will record your trade orders. However, we will only be able to process these trades once the market re-opens.

Scenario 2: Market re-opens in the coming days

We expect the SEM to announce shortly when the stock exchange will resume normal activities. Once the stock exchange re-opens, we will inform you accordingly and will resume our execution service. You may contact our **Dealing Team** by phone or email but would recommend using primarily our Dealing Team group email address as a precaution given telephone lines may be saturated.

Trading settlement post market re-opening (for users of cheques only)

We regret that during the lockdown/curfew period, we will not be able to process any cheque settlements. We advise you to provide us with the details of a bank account that is in your name so that your trades can be settled in a timely manner. For any queries regarding settlements, please contact our **Operations Team**.

2. Dealings in MCB Funds

We refer you to the [communiqué](#) issued by the Investment Manager of the MCB Funds and will inform you by email of any update. For any queries on MCB Funds, please contact our **Client Relations Team**.

MCB Stockbrokers Ltd

Sir William Newton Street, Port Louis, Republic of Mauritius T: +230 202 5000 F: +230 208 9210 E: mcbsb@mcbcm.mu

BRN: C07007927 www.mcbcapitalmarkets.mu

Trading member of the Stock Exchange of Mauritius Ltd - Licensed & regulated by the FSC (Mauritius)

3. MCB Education and Retirement Plans

We wish to advise clients who have recently subscribed to our Education and Retirement Plans that the scheduled start payment date of 1st April 2020 has been postponed because of both internal and external operational service disruptions resulting from Covid-19. We will inform you of the new start date once normal activities resume. We sincerely apologise for any inconvenience caused. For any queries on the MCB Education and Retirement Plans, please contact our Client Relations Team.

4. Other products (Structured Products / Unlisted bonds / Credit-Linked Notes)

For any queries on the products listed above, please contact our **Client Relations Team**.

Our contact details

Please use +230 as prefix for the phone numbers if calling from overseas

Operations Team

Contact Person	Phone Number	Group Email
Allison	202 6336	admin.sb@mcbcm.mu
Najah	202 5427	
Shanawaz	202 5245	

Dealing Team

Contact Person	Phone Number	Group Email
Ashveen	202 5776	mcbsb@mcbcm.mu
Derek	202 5456	
Khamlesh	202 6063	
Luciana	202 5513	

Client Relations Team

Contact Person	Phone Number	Group Email
David	202 5264	sales.sb@mcbcm.mu
Reena	202 5992	
Micheline	202 5517	
Marie Ange	202 6140	

Whilst we are doing our best to provide a normal service during these turbulent times, you may experience delays for which we apologise. We thank you for your understanding and patience while we endeavour to resume our full service as soon as possible.

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