



Monday, 16 March 2020

Dear Client

Re: Covid-19 measures taken by Arval to guarantee your services

Arval, with more than 7,000 employees working in 30 countries, has adapted its organization in recent days to proactively address the escalating COVID-19 (Coronavirus) situation. In this context and as part of BNP Paribas, we rigorously follow the directives of our Group and strictly apply the recommendations of the competent authorities in each of the markets where we operate. We have put so-called split teams in place, allowing as many as possible team members to work from home in a full digital environment, whilst keeping the physical presence in our buildings to the strict minimum. Mirroring what many of our clients are doing as well, we are drastically reducing the number of internal and external meetings, whilst ensuring the continuity of communication using various Digital tools including conference calls, Webex and Skype. Two years ago at Arval, we have already put in place a full Digital working programme and this is today our backbone to face the challenging times ahead of us, fully supported by the infrastructure of BNP Paribas.

The very essence of our core business, full service leasing, is to protect our customers by allowing them to outsource the risks to Arval and BNP Paribas that are associated with the funding, owning, managing and selling of vehicle fleets across the world. In this very specific and fast evolving context of Covid-19, we will do everything that is in our power to give you the best possible service, as well as commercially support you with adapted instruments and solutions that we have prepared in recent days and weeks.

Our commercial teams will contact you in the coming hours and days to ensure that we can answer any questions you may have, as well as to proactively offer you adapted solutions that can be of help in these challenging times. They will also be able to give you an up to date picture of where we stand country by country and region by region, as far as our own vehicle and service providers are concerned. And most importantly, they will offer you proactive advice on what best to do with vehicles that are needed at short notice and end of contract modalities that can be adapted to give you the flexibility it takes for the coming weeks and months, assuming an almost certain disruption in the vehicle production and delivery chain.

We will keep you updated on a regular basis from here, through various channels and mainly through our commercial teams, so **rest assured of the total mobilisation of our teams towards you, our customers and partners, whilst protecting our own teams' health as well in these challenging times.**

With very best regards,

Alessandro PIGAZZI

**International Business Office Director**