

ADVISORY ON COVID-19

To our dear customers,

Lucky Money, Inc., is firmly committed to the health, welfare and safety of our customer as well as that of our employees. This is one of our topmost priorities especially during this unprecedented times. We stand with the government and health authorities in combating the outbreak of COVID-19.

We have been closely monitoring this rapidly evolving situation to ensure that the well-being of employees and customers are protected. We wish to assure you that we are prepared with the necessary measures to minimize the potential risks to our remittance operations, thus allowing us to honor our commitments to you, our customers while keeping our employees safe.

Our existing Business Continuity Plan has been updated and adjusted to specifically address our preparedness to COVID-19 situation. It provides appropriate actions to various emergency situations so we may continue serving your remittance needs. We have implemented a series of precautionary and preventive measures in all our offices to keep you and our employees safe.

Our branches and agents shall remain open during regular business hours for your remittance transactions. Our digital based (web and mobile) remittance services shall be available should you have concerns of leaving the safety of your homes or office. Please visit our website: www.luckymoney.com.

Please be assured that we continue to closely monitor this growing public health concern and we will keep you updated on developments.

For any inquiry or concern, please do not hesitate to call our customer service hotline at 1-800-789-3783 or your branch of account. You may also send us an e-mail at needhelp@luckymoney.com

Let us all keep ourselves calm, safe and in good health. Thank you