



## Information Regarding COVID-19

Here at Century Bank, we value the health and safety of our customers, staff, and our community. As the concern for the COVID-19 virus continues to grow, we are doing everything we can to prevent the spread. We continually review the most up-to-date information from the Centers for Disease Control (CDC), as well as state and local authorities. Based upon this guidance, we believe that temporarily suspending our lobby hours is the best measure to ensure that we can continue to serve you. This is a difficult decision, but we strongly believe it is in the best interest of our employees, customers and community.

### **Changes to our Lobby Hours**

**Effective Friday, March 20th, our lobby hours will temporarily be suspended.** Our drive-thru will operate under our standard business hours. The services offered through the drive-thru will be expanded to ensure your needs are met. Additionally, staff will be available by phone, email and appointment. If you would like to meet with an employee, please contact us to schedule an appointment. We will make arrangements to allow you to access your safe deposit, sign bank documents, open an account or meet with a loan officer. We are committed to ensuring you have no disruption in service. Transactions will be processed daily.

Our Senior Management staff will continue to make every effort to keep operations as normal as possible. Please know that any actions we take during this time period will be for the health and safety of you, our customer, and our staff.

### **Alternatives to visiting our bank in person**

We want you to have the confidence that you can bank virtually anywhere, anytime with our Century Bank Online products.

- Online Banking and our mobile banking app are available 24-hours a day.
  - Check Balances & transactions, transfer funds, make payments
- Need to deposit a check? We have our Mobile Deposit Capture feature on our mobile app. You will receive email when the funds have been made available in your account.
- Contact a Relationship Banker : You can speak with a representative Monday – Friday, 8:30 AM – 4:30 PM EST at (502) 859-5111.
- All ATMs are available 24-hours a day.

The Federal Trade Commission has warned that there is also an “outbreak” of Coronavirus related scams. Please be diligent in your banking efforts.

In addition to helping customers work through potential financial hardships, we also have contingency plans in place that are designed to prevent any service disruptions due to Coronavirus impacts. These include remote access capabilities, alternate work locations for employees and continuity plans for critical operations.

Century Bank will continue to closely monitor the situation and evaluate additional measures to support our customers and communities as needs arise. Our goal is to resume lobby hours as soon as possible. We will communicate any additional information via social media, online and mobile banking notifications, email, and mail as necessary.

Thanks,

Your Century Bank Team