

# Ready to Serve You



All ACCESSbank lobbies are open and our team is ready to serve you. We've implemented enhanced safety measures to ensure the health and well-being of our clients and employees. You can continue to connect with us online, through our mobile app or our drive-ups. We're here for a reason – you.

## ***A Message from our President Regarding the Opening of our Lobbies:***

The health and safety of our customers, employees, and community are of the utmost importance to ACCESSbank. We made the decision to close our lobbies on March 17. Since then, we have been carefully developing a plan to reopen our lobbies on Monday, June 8. This may look and feel different, but our priority is to keep you and our employees healthy while continuing to assist with your financial needs; we thank you for your patience during this time. For your convenience, we've provided FAQ's below regarding our reopening procedures. Should you have additional questions, please don't hesitate to contact us. We look forward to seeing you soon!

Samantha Mosser, President

## **ACCESSbank FAQ's**

### **What safety protocols is ACCESSbank following to ensure I'm safe?**

Each of our locations has the necessary supplies to sanitize all high-touch areas of the bank, on top of the extra measures already in place for our routine building maintenance. We have taken several additional steps to ensure your safety, including; installing protective shields at each teller window and adding social distancing decals to lobby floors to stay in compliance with CDC recommendations. We are reinforcing healthy habits for our staff and providing team members with the resources they need to work from home, if necessary.

### **What if I don't want to come into the bank?**

As a friendly reminder and convenience to you, you can bank with us in our drive-up or digitally at any time through our online banking platform and mobile app. For digital banking, visit our website at [www.accessbank.com](http://www.accessbank.com). If you don't currently use our online banking services, click the "Get Started" tab on our website, or contact one of our bankers for assistance. We are happy to help walk you through the steps you'll need in order to look at your accounts, transfer funds, make payments and even deposit checks without coming to the bank. We also offer free ATMs nationwide to all customers.

### **Do I need to wear a mask when I visit a branch?**

While it's not required, the CDC recommends wearing a mask while in public. If you choose to do so, we ask that you remove your face covering prior to entering the building, so we can properly identify you. Once you have been identified, you may replace your mask.