

UPDATE REGARDING CORONAVIRUS (COVID-19)

Due to the latest developments regarding the coronavirus (COVID-19), I would like to further address steps that Citizens Bank of Cape Vincent is taking to ensure the health, well-being and safety of our customers, employees and community.

Effective July 16th 2020, our lobbies will be temporarily closed until further notice. During this time, the Bank will continue normal operating hours and be ready to assist with customers' banking needs. As a proactive, precautionary measure, we encourage our customers to utilize the following products and services we offer:

- **Night Drop Vault** - Safely leave your deposits in our night drop using an envelope. We will be processing these transactions hourly.
- **ATM** – Withdraw cash from our ATMs available at each location.
- **Online Banking** – Free online banking. Use your mobile device, computer or tablet to check your balances, transfer funds, make payments and access statements or transaction history. To find out more information please visit our website at www.citizensbankofcapevincent.com or call one of our locations for further assistance.
- **Debit Card** – Use your debit card to make purchases linked to your checking account or withdraw cash from ATM machines.
- **Drive Thru Banking** – Full banking drive thru services available at our Chaumont office located at 12084 NYS Route 12E, Chaumont NY 13622.
- **Contact Us** – We're here for you. Give us a call. Our team can help with transfers, account maintenance, payments, taking mortgage and personal loan applications, and other account services.

Cape Vincent Office: (315) 654-2115

Chaumont Officer: (315) 649-2265

LaFargeville Office: (315) 658-2600

If your needs require access to one of our branch lobbies or to meet with a Customer Service Representative, Branch Manager or Loan Officer please call or email to schedule an appointment.

If you've been impacted by the coronavirus (COVID-19) and need our support, please contact us to discuss your circumstances so that we can learn how to best assist you.

We appreciate your business and apologize for any inconvenience this may cause.

Stay safe and healthy,

Taylor Robbins
President & CEO

