



CITIZENS BANK OF CAPE VINCENT

Hometown Banking At Its Best

As we re-open our branches, things will look a little different as we continue to place a strong focus on the health and safety of our employees, customers, and community. We encourage you to continue using our **online banking, ATMs, night drop services** as well as our **drive-thru service** in our Chaumont location. Here is what you can expect:

- For your safety and the safety of those around you, we will be **limiting the number of customers in our lobbies** at any one time. We kindly ask those customers visiting the lobby of our branches to please limit the number in your party to only those needed to complete your transaction.
- **Masks or other face coverings will be required for anyone entering our buildings** for the safety of our employees. We may ask that you briefly adjust your mask to visually confirm your identity. If you do not have a mask or other face covering we can supply you with one. If you prefer not to wear one, we kindly ask you to please continue to utilize alternative banking services such as online banking, ATM, night drop or drive-thru services to conduct your transactions or contact us so that we can make alternative arrangements to take care of your banking needs.
- **Social distancing markings** have been placed throughout the branches to help **maintain 6 feet of distance** and ensure social distancing at all times.
- **Plexiglass shields** have been installed at all teller station areas. This is to help protect both our employees and customers.
- **Masks** will be required for **employees when plexiglass shields are not present**.
- Hand sanitizer will be available for customers as they enter and exit our locations.
- **If you are feeling unwell, please remain at home**. We have a variety of remote/alternative banking services available and would be happy to speak with you over the phone to make alternative arrangements if needed.

For the most up-to-date information regarding our response to COVID-19, including relief programs available, branch accessibility and more, please visit our website

<https://www.citizensbankofcapevincent.com>

Sincerely,

Taylor Robbins
President/CEO