

# CORONAVIRUS/COVID-19 UPDATE

## EFFECTIVE FEBRUARY 22, 2021 OUR LOBBIES WILL BE OPEN

**Our first priority is the safety and health of our customers and employees.**

The Bank is observing the following practices in line with state guidelines.

**We encourage you to make use of the following options to assist with all your banking needs:**

- **Need assistance from Customer Service?** In order to minimize wait time, we strongly suggest you schedule an appointment in advance. Contact information for our [branches can be found here](#) (using this link).
- **Need to use the coin machine?** In order to minimize wait time, we strongly suggest you schedule an appointment in advance. Contact your preferred [branch](#) (using this link) to make an appointment. Coin machines are available at the Main Office, Bradford, Merrimac and Salem locations.

**While in a branch, we kindly ask you to comply with the following:**

- Masks, or comparable face coverings, are required.  
Staff may ask you to briefly lower your covering to identify you.
  - A limited number of customers will be allowed in the lobby at any given time, as determined by bank staff.
  - Please maintain a safe distance of at least 6 feet between you and anyone else.
  - Follow traffic flow as indicated – for example, entering and exiting.
  - While waiting to be served, please wait at the designated spots identified on the floor and/or ground by tape.
  - Please have your deposit or withdrawal ticket completed before you enter/ approach the teller window.
- **Need to make a deposit?** You can use an ATM, Drive-Up, Night Deposit or Mobile Banking 24/7.
  - **Need to make a transfer?** Online banking, mobile banking and telephone banking are available 24/7. The toll-free number for phone banking is 888-226-5973.

Thank you for your cooperation and understanding.