



## **What is the bank doing in response to COVID-19?**

The mission of Bank of Putnam County is to give, serve, and lead as only a local bank can, strengthening our communities and impacting Tennessee for good.

We believe strongly in that mission, and it especially holds true as we deal with the current pandemic of COVID-19. Our main priorities during this time are to:

1. Keep you and our employees safe.
2. Ensure that all banking services are available to you.

## **Steps we are currently taking as we focus on those priorities:**

- We have implemented the steps in our Pandemic Response Plan.
- Until further notice, the lobbies of all branches will remain closed. Loan Officers and Customer Service Representatives will be available by appointment only. Call (800) 368-2498 to make an appointment.
- All branches will continue to offer drive thru teller service.
- Daily limit on Mobile Deposit has been raised from \$2,500 to \$5,000.
- All coffee, cookie, lollipop, and other snack services have been suspended.
- All branches have been supplied with sufficient hand sanitizer and cleaning supplies. Commonly touched surfaces (such as countertops, door knobs, ATM machines, etc.) are sterilized continuously throughout the day.

If you have questions or concerns about any account you have with us due to the impact of COVID-19, please reach out to your account officer. You may also call (800) 368-2498 and ask to speak with a representative. We have plans in place that can assist you.

## **What can you do to help?**

- Take advantage of the electronic banking services that we offer, such as Internet Banking, Bill Pay, Mobile Banking, Mobile Deposit, and Telephone Banking.
- Follow CDC guidelines to help slow the spread of the virus. These guidelines include:
  - o If you feel sick, stay home.
  - o If your children are sick, keep them at home.
  - o Avoid social gatherings.
  - o Practice good hygiene, such as wash your hands frequently, avoid touching your face, sneeze or cough into a tissue or your elbow, and disinfect frequently used items.