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Important information for our customers.



Important Information for Our Customers



We are prepared and ready to help.

The entire Citizens Trust Bank team shares a commitment to the health and safety of our customers, our associates and our community. As we actively monitor new information about the spread of the **coronavirus (COVID-19)**, our entire team is ready and standing by to support you. You rely on us every day for your financial needs, and we're going to continue to provide reliable access to the important services you count on.

In an effort to keep you informed, we will continue to share important details about how we are preparing and are committed to ensuring, in light of this unprecedented situation, the least amount of disruption to you.

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You can still rely on the many ways in which we have always engaged with you. Our digital tools are available to assist you in accessing your accounts and conducting other banking transactions, **including online account opening and loan applications**. These tools provide access 24-hours a day, seven days a week. Of course, you can always reach one of our friendly customer service representatives by telephone to assist in any way.

Promoting health and safety for everyone.

Nothing is more important than your health and safety, and the need to protect those most vulnerable to the [coronavirus - COVID-19](#). We are taking multiple steps to minimize health risks to our associates, our customers and our communities, including enhanced cleaning procedures in all Citizens Trust Bank locations, especially at our Financial Centers.

We all can help reduce the spread of COVID-19. Keep yourself and our community healthy.

REMEMBER TO:

PRACTICE Social Distancing

- Stay at home as much as possible
- Keep six feet of distance from others in public
- Avoid large gatherings or events
- Avoid unnecessary appointments
- Cancel unnecessary travel plans

WASH Your Hands and COVER Your Cough

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces

LOOKOUT for Those At-Risk

- Avoid visiting those most at risk
- Offer your help in getting those at risk groceries and other goods
- Take special caution to avoid exposing those most at risk

Additional Public Health Resources:

- [CDC Coronavirus Disease 2019 \(COVID-19\) Situation Summary](#)
- [CDC Information for Travel](#)
- [Alabama Department of Health](#)
- [Georgia Department of Health](#)
- [World Health Organization Video](#)

We're available for you.

Visit us in-person at any [financial center location](#), or contact our Customer Contact Center associates who are ready to listen to your unique needs and provide assistance by phone, at 678.406.4000, Monday through Friday, 8:30 a.m. to 6:00 p.m.

If you prefer to stay at home and connect with us digitally, our full range of banking solutions can be accessed through

- Citizens Trust Bank **TELBANC 1.888.214.3099**,
- [Online Banking](#) and our
- [Mobile app](#) - **CTBMobile**, all of which are available 24-hours a day /seven days a week.

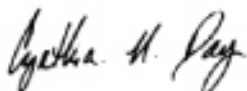
Let us know if you need additional assistance.

We understand these times can be challenging, and we are here to help - if you need additional assistance related to your account, please [contact us](#) and let us know.

As new developments emerge regarding the coronavirus, we will share information with you about how we continue to operate safely and effectively at our dedicated [OUR COMMITMENT TO YOU DURING the COVID-19 OUTBREAK](#) page on [ctbconnect.com](#).

I want to personally thank you for being a valued customer and putting your trust us .

Stay Safe,



Cynthia N. Day
President & CEO
Citizens Trust Bank

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