

Important information for our customers.

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Important Information for Our Customers

Coronavirus Update from Citizens Trust Bank

Wednesday, March 18, 2020

As we all are trying to adapt during this time of uncertainty surrounding the Coronavirus, Citizens Trust Bank is taking precautionary steps to help protect our customers and our Financial Center teams. In our efforts to keep everyone safe, we have made the decision to limit public and face-to-face interaction at our branch locations.

Beginning **Friday, March 20, 2020**, our **drive-thru window services will continue to be open** with regular business hours at each financial location. Limiting public access the **Citizens Trust Bank lobby services at all financial center locations will be temporarily closed** until further notice. Refer to the listing below for the hours of operation and level of service at each location:

GEORGIA DIVISION

Cascade

3705 Cascade Rd, South Fulton, GA 30331

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Thursday: 9AM - 4PM

Friday: 9AM – 5PM

OPEN Saturday: 9AM – 1PM

East Point

2840 East Point Street, East Point, GA 30344

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Friday: 9AM - 4PM

Saturday: CLOSED

Panola

2727 Panola Rd., Stonecrest, GA 30058

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Friday: 9AM – 4PM

Rockbridge

5771 Rockbridge Rd., Stone Mountain, GA 30087

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Friday: 9AM – 4PM

Monday – Friday: 9AM – 4PM
OPEN Saturday: 9AM – 1PM

Monday – Friday: 9AM – 4PM
Saturday: CLOSED

Westside

965 Martin Luther King Jr. Drive, NW, Atlanta, GA

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Friday: 9AM - 4PM

Saturday: CLOSED

ALABAMA DIVISION

Alabama Main Office

1700 3rd Ave N Birmingham, AL 35203

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday-Thursday: 9AM – 4PM

Friday: 9AM – 5PM

Saturday: CLOSED

Eutaw

213 Main Street Eutaw, AL 35462

Lobby Services:

CLOSED UNTIL FURTHER NOTICE

Drive-thru Services

Monday – Thursday: 9AM – 3PM

Friday: 9AM – 5PM

Saturday: CLOSED

You can still rely on the many ways in which we have always engaged with you. During this time, **beginning, Friday, March 20, 2020:**

- **In-person requests are available by appointment:**
Services such as, however not limited to Commercial and business requests, and Safe deposit box access are available for assistance by appointment only. Contact the Customer Contact Center at 678.406.4000 or 1.888.214.3099 for direct contact to our Financial Centers.

If you plan to visit a financial center, our teams are taking extra precautions to frequently sanitize our facilities based on recommendations by the Centers for Disease Control and other health professionals.

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-hour, seven days a week. Of course, you can always reach one of our friendly customer service representatives by telephone to assist in any way.

We would like to remind you that our **ATMs** are always available, and we strongly recommend that you use our remote digital banking services. We also encourage the use of electronic transactions whenever possible.

Our mobile and online services include:

- [Online Banking](#) to manage your accounts, transfer funds, and more.
- Our free [Mobile Banking App](#) that can be downloaded to your smartphone.
- [Mobile Deposit](#) from our Mobile App, to deposit paper checks from your smartphone.

- Paying your bills with [Online Bill Pay](#).
- Using your [Debit Card](#) whenever possible to pay for items rather than using cash.
- [ATMs](#) that offer an easy way to get cash, and deposit bills and checks.
- Our drive-through branches to promote social distancing.

As we unite as a community to prevent the further spread of the disease, please utilize these alternative methods as much as possible as we keep the health and safety of everyone our top priority.

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](#).

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 still available for you.

Our Customer Contact Center associates are ready to listen to your unique needs and provide assistance by phone at 678.406.4000 Monday thru Friday 8:30 a.m. to 6:00 p.m.

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](#).

Stay Safe and Prepared
Citizens Trust Bank

MEMBER FDIC  EQUAL HOUSING LENDER

[Unsubscribe or update your email address.](#)



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