

Citizens Bank - Covid-19 Actions

At Citizens Bank our primary concern remains the health and safety of our employees, customers and communities. We are actively looking for ways to provide the service you expect with special attention to the well-being of all involved. We are actively implementing plans at our locations in response to this changing environment

In order to keep you informed we will be updating this information as quickly as possible. Here is where we are as of **03/25/2020**:

Branches:

- All Branches, except for the following, are open and available to provide service:
 - **ALL BRANCHES ARE OPEN**
- To limit in-person interactions and adhere to social distancing directives all Branches with
- Drive-Up Banking are providing services at the Drive-Up.
- Customers at our Salem and Tualatin Branches will be directed to the Night Deposit as the primary method to process transactions.
- In addition, Night Deposit services are available at all Branch locations.
- Please call us at 1-844-770-7100 if you need to speak with one of our bankers or need to schedule an appointment to access your safe deposit box.
- We appreciate your patience and understanding and together we will work through these difficult times.

Scam Alert

- Please see the provided warning from the Inspector General of Social Security. As always call your Branch if you feel you have been a victim of any type of fraud. Your financial health is important to us and we are here to help.

Mobile Banking:

- Citizens Bank Mobile App is available on the Google Play Store and Apple App Store. Search for “CB Mobile” on your applicable App store.
- Make deposits, check balances and transfer money, and pay bills with the Mobile App.
- Mobile Banking apps require access to Online Banking. Consumers can sign up for Online Banking using our “Consumer Enroll” link from our Home Page.

ATMs:

- We have over 30,000 ATMs under the Money Pass network available to provide cash 24 hours a day and 7 days a week surcharge free for our customers.

Online/XPRESS Phone Banking:

- Online Banking services are available via computer and using our Mobile App. More information is available on our website www.citizensbank.com.
- Call our XPRESS Phone Banking at 1-800-577-1778 for information about your account.
- Call us at 1-844-770-7100, Monday – Friday 8 a.m. to 11 p.m. and Weekends & Holidays 9 a.m. to 5 p.m. (excluding Thanksgiving & Christmas).

We recognize these are challenging times for many customers in our communities. Rest assured we remain a strong financial institution with the capacity and willingness to help our customers manage through what may be difficult financial times. Please call on us if we can be of assistance.

Thank you for choosing Citizens Bank, it is an honor to be of service.



Phone Scam Awareness

What is Slam the Scam?

The Inspector General of Social Security, Gail S. Ennis, is warning Americans about widespread phone scams where callers impersonate government officials, most often Social Security, to gain your trust and steal your money.



What to Watch For

Social Security phone scammers may

- threaten arrest or legal action against you unless you pay a fine
- promise to increase your benefits or resolve identity theft if you pay a fee
- demand payment with retail gift cards, wire transfers, internet currency, or by mailing cash
- try to convince you by using spoofed caller ID numbers or officials' real names, or by emailing fake documents

DO NOT BELIEVE THEM!

If you owe money to Social Security, the agency will mail you a letter with payment options and appeal rights. Social Security does not suspend Social Security numbers or demand secrecy from you, ever.

What to Do

If you receive a suspicious call:

- ✓ **HANG UP!**
- ✓ **DO NOT GIVE THEM MONEY OR PERSONAL INFORMATION!**
- ✓ **REPORT THE SCAM AT [OIG.SSA.GOV](https://www.oig.ssa.gov)**



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