

## 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 **06/01/2020**:

Our Branch lobbies are now available by appointment. While our Online Banking and Mobile Banking services are always available and meet the majority of your banking needs, we also recognize that some transactions require an in-person meeting. Appointments may be made for any of the following activities:

- Signing loan documents
- Opening a new business deposit account
- Opening a new consumer deposit account
- Cash or coin orders for businesses
- Access to Safe Deposit Box
- Wire Transfers
- Large Cash withdrawals
- Notary Public or Medallion Services

To make an appointment Monday-Friday, please contact your local Branch.

In addition, Night Deposit is available at all Branches. Drive-Ups (where available) are open normal hours and continue with expanded banking services.

We appreciate your patience and understanding and together we will work through these difficult times.

### 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](http://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.