



## **Citizens Bank - Covid-19 Related 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 will be updating this information as needed. Here is where we are as of **08/13/2021**:

Our Branch lobbies are open. Masks are required for all customers and visitors at this time in accordance with the state-wide mask mandate for the state of Oregon. Drive-Ups (where available) are open normal hours and continue with expanded banking services. In addition, Night Deposit is available at all Branches.

### Online and Mobile Banking:

- Online Banking services are available via computer and using our 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 at [www.citizensEbank.com](http://www.citizensEbank.com).
- Citizens Bank Mobile App is available on the Google Play Store and Apple App Store. Search for “Citizens Bank OR” on your applicable App store.
- Make deposits, check balances, transfer money, and pay bills with the Mobile App.

### 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.

### XPress Phone Banking:

- 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).

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