



MONTEZUMA STATE BANK

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Montezuma State Bank has been closely monitoring the news and information regarding the recent and evolving coronavirus (COVID-19) situation. It is our top priority to protect your finances and your health while we continue to serve you. Please refer to the information below as we will continue to update as necessary.

Customer assistance

Montezuma State Bank will remain open during normal business hours. Our staff will continue to serve your financial needs as they may arise. While we will be in the bank, now is a good time to ensure you are connected with us outside of our walls.

- **Bank online at any time:** check balances, transfer money between accounts, view statements, and participate in bill pay via online banking. To enroll, go to www.montestatebank.com or ask one of our employees to help you get set up.
- **Deposit checks via mobile deposit:** Montezuma State Bank offers mobile deposit on our mobile app. To find the app, search Montezuma Bank in your app store.
- **Debit Cards:** Debit cards will still be working as normal. Should you need your limit temporarily raised, please contact the bank to request an increase. If you have debit card questions while we are closed, please contact SHAZAM directly at 1-800-383-8000.
- **ATM:** our ATM is available for use to withdrawal cash and deposit funds into your account here or at another financial institution 24 hours a day.
- **Night Deposit:** Our night deposit is open for use 24 hours a day and is located on the side of the building. Please place your item in an envelope with your name on the outside prior to depositing into the night drop.

Safety is our top priority. We have implemented enhanced cleaning procedures and have hand sanitizers available to both customer and employees following the CDC and public health guidance. We ask for the safety of our employees and customers that the following mitigation guidance is closely followed:

- Those who have symptoms of acute respiratory illness are recommended to stay home until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).
- Cover coughs and sneezes.
- Frequently wash hands with soap and water for at least 20 seconds. If soap and water aren't readily available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces daily.