

# **OFFICE AVAILABILITY STARTING 3/19/2020**

**Drive-Up services available & preferred. Offices are open by appointment only.**

During the global Coronavirus (COVID-19) pandemic, you can count on InFirst Bank to maintain the quality of service you expect & deserve. That means we continue to remain open and available to service all of your banking needs; however, for your safety and the safety of our colleagues, we ask that you please limit in-person contact with us as we practice social distancing and expand our sanitary measures.

Below is the order in which you should do your banking when possible:

## **1. Use Online Banking, Mobile Banking, & Telephone Banking services**

Please reference <https://www.infirstbank.com/home/convenience/> to see all of the benefits of our FREE mobile app as well as how to get started. From the comfort of your home, you will have 24/7 access to:

- View account activity & history
- Transfer money between accounts
- Pay bills
- Deposit checks
- Find ATM's

## **2. Use the Drive-Up or ATM**

Tellers can process the same transactions via the drive-up as they can in the office. This is the preferred method for doing in-person business with us during this time.

- Deposit checks & cash
- Process withdrawal transactions
- Collect signatures and other paperwork for processing
- Order a new debit card

## **3. Appointment only office visits**

Currently, our offices continue to remain open for very limited, emergency, in-person traffic. Starting **Thursday, March 19, 2020**, offices will further limit in-office visits to appointment only visits. **Please call ahead for appointments so we can have the right personnel available to best serve your needs.** Reasons you should come into the office are if you urgently need to:

- Open or close an account
- Sign or complete loan documentation
- Change accounts or account signers
- Process a large number of business transactions
- You cannot physically use the drive-up (you're being driven or have special needs)

### **If you experience hardship**

We understand that some of our customers may experience financial hardship as a result of the Coronavirus Pandemic. One of the benefits of banking with a community bank is our ability to empathize and be flexible with our customers and their unique circumstances. If you find yourself in hardship, please call your [local InFirst Bank office](#) or contact our Call Center at 1-800-349-2814 (8am – 5pm Mon-Fri; 8am – 1pm Sat.). They will be willing to help and provide you sound service.

See all of our updates on [www.infirstbank.com](http://www.infirstbank.com)