



TriCenturyBank
since 1894

You're well-being is our primary concern



RE: COVID-19 (Coronavirus)

To our customers and friends,

One of our highest priorities is the health of our staff, customers, and the well-being of the communities we serve. TriCentury Bank will continue normal banking operations at all locations. Below are some of the key points of TriCentury Bank's response plan:

1. Increased cleaning and sanitization efforts in our centers while reinforcing healthy habits for our staff;
2. Keeping our products and services fully available to you;
3. Monitoring the updates related to the virus; and
4. Enhanced risk monitoring and management.

Our Bankers enjoy seeing you in our banking centers, however, we fully understand the preference of limiting your daily interactions. Below are several ways you can access your account with TriCentury Bank:

1. Visit the banking center: our banking centers are operating at normal business hours
2. Telephone banking: 24/7 telephone banking (1-800-480-1747)
3. Customer Service: You can speak with a representative Monday-Friday Add Operational Hours and Saturday Add Operational Hours (1-888-309-2240)
4. Online & Mobile Banking: You can access your account on your mobile device or computer (www.tricentury.bank)
5. Drive-thru: both of our branches have drive-thru service (<https://www.tricentury.bank/convenient-locations2/>)

Please continue to check our website and social media pages for updates.

Sincerely,

TriCentury Bank