

Sept. 16, 2020



Thank you for your continued loyalty, trust and partnership as we have navigated this pandemic together. Although we have missed seeing you in our lobbies, we have stayed committed to the financial and personal safety, security and well-being of our customers, employees and communities. As businesses start to re-open in Greater Cincinnati, we wanted to share important information and protocols regarding how we will continue to serve the banking needs of our customers.

Our Anderson and Milford branch drive-thru services are still available during open hours of operation and you can utilize night-depository boxes at all branches for after hours. Our lobbies are open BY APPOINTMENT.

Milford and Anderson:

24/7 ATM and Night Depository

Drive-thru: **9 AM-5 PM** M-Thursday

9 AM-6 PM Friday

9 AM-1 PM Saturday

Lobby: **By Appointment ONLY**

Madeira:

24/7 ATM & Night Depository

Lobby: **By Appointment ONLY**

We *strongly* encourage you to continue to use the drive-thru for transactions or services that do not require an in-person meeting. 24/7 access to your accounts by ATM, Online Banking at [Center.Bank](#) or via the CenterBank Mobile App is available (which you can download by visiting your phone's app store). Remember: *Mobile Check Deposit* service is free and easy to use via this app and you may apply for a *Mortgage or Equity Line using our digital application* via our website.

You may click to [SCHEDULE AN APPOINTMENT](#) or call **513-965-8505** to request to meet with us in person. At your scheduled appointment we request that you adhere to the following social distancing and safety protocols:

- **Check your health regularly:** If you have been exposed to someone with COVID-19 or are showing symptoms, we respectfully ask that you do not schedule an appointment or enter our lobby.
- **Wait in your vehicle until you are greeted by a CenterBank team member to enter:** when you arrive, you will call the phone number posted in the CenterBank parking lot to let us know that you are here. We will be limiting the number of customers in our lobby for your safety.
- **Wear a facial covering/mask:** we may ask you to briefly remove or lower your facial covering for identification purposes.
- **Use supplied hand sanitizer:** we are proactively sanitizing public spaces such as entry doors, teller counters, offices and meeting rooms that are considered high traffic/high touch areas throughout the day. We ask that you use the supplied sanitizer placed throughout our lobbies.
- **Be respectful of social distancing:** we have installed protective shields in places of interaction and we ask that you maintain a minimum of six feet between you and our CenterBank team - we will have floors marked for guidance.

We have the best customers and employees and know that by partnering together we can continue to serve your banking needs while ensuring we all stay safe and healthy. We appreciate you and your business and we will continue to monitor updates and guidance from the CDC and state government.

Please note: CenterBank will never ask you to provide your social security number, account numbers or passwords by phone, email or text. If you suspect you have been victim of fraud, if you receive a suspicious communication claiming to be from CenterBank or have any questions please call us at **513-965-8505** or email us at Info@Center.Bank.

Best,
The CenterBank Team

Enjoy banking again!