

Special Notice Regarding Covid-19

Announcing a “Return to Normal Lobby Hours” for The Citizens Bank

The Citizens Bank would like to Thank each of our customers for their patience and continued loyalty during the unprecedented Covid-19 global pandemic. Our banking team has worked extremely hard to continue to meet the customer service expectations that our customers have come to expect and deserve. As we return to Normal Lobby Hours, we will continue to reinforce social distancing and other Healthy At Work guidelines, as provided by the CDC as well as state and local officials, that will help protect both our customers and employees. A huge Thank You also goes out to all of our employees and the TCB family for their dedication and resilience during these difficult times.

As you are aware, our bank lobbies have remained open to our customers by appointment only during this pandemic. **We are now very excited to announce that The Citizens Bank will return to Normal Lobby Hours effective today, Monday, March 15th at each banking location. Saturday lobby hours will return to normal beginning Saturday, March 27th. Drive Thru facilities continue to remain open at each office.**

Each office will feature several types of Personal Protective Equipment (PPE) to help reduce the risk of transmission of the Covid-19 virus. Our team members will be wearing masks for your protection and safety, and out of respect for our dedicated and hard-working team, we are strongly encouraging each of you that enter our facilities to wear a mask as well. This will allow us to continue to provide the high level of customer service that you have become accustomed to and expect while at the same time helping to keep all of us safe.

Please keep in mind that we continue to encourage use of our Drive Thru facilities when possible along with our internet banking and mobile banking services.

Once again, Thank You for your patience and understanding as we take the necessary steps to return to normal.