

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 diligently to modify our lobby operations and delivery of services 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. Now, in accordance with CDC, state and local recommendations, **The Citizens Bank will return to Normal Lobby Hours effective Thursday, June 4th at each banking location. An important note: Lobby Hours are effective Monday thru Friday. Banking lobbies will remain closed on Saturdays. Drive Thru facilities at each office will be open for customer service.**

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. We will also have at each lobby entrance a “Greeter” that will help direct you to your desired station inside our lobbies. 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 gradual and methodical steps to returning to normal.