

### **FCCB Coronavirus Update – March 20, 2020**

In an abundance of caution, we are temporarily offering *limited* lobby access at all FCCB locations as of Monday, March 23, to prevent the spread of coronavirus (COVID-19), and to comply with social distancing practices. We are committed to serving you during this time, and want to inform you of our efforts to continue to operate safely and effectively.

We are still available during business hours via the drive-thru for all deposits and withdrawals, check cashing, debit card questions, loan payments, general banking and account matters, etc. Please continue to use our online banking services, mobile app, night drops, and ATMs. If you are new to online banking, you can self-enroll at [TheBankForMe.com](http://TheBankForMe.com) or call us for assistance at 855.547.3222 (toll free).

Limited lobby services include access to your safe deposit box, account opening, turning in required or timely documents, lending services, etc. If you are feeling ill, we ask that you access your accounts remotely to prevent the spread of germs to others. If you need to come inside, please call your branch or banker to make arrangements in advance, or inquire at the drive-thru.

We recommend being extra vigilant of scams. If we call you for any reason, we will never ask for confidential information such as your password, social security number, personal identification number (PIN), or account information. The Federal Trade Commission has urged consumers to be on high alert for scammers who take advantage of the public in times like these.

We will continue to monitor the situation as changes are determined by the Centers of Disease Control and Prevention, and adapt as necessary. Although this is a difficult decision, at this time, our mission to provide better than expected service means keeping everyone safe, and doing what is right for the greater good. Thank you for your understanding and support. If you have any questions, please feel welcome to call us at 855.547.3222 (toll free).

We will overcome this together,

Sheila Mathews  
President/CEO