

Coronavirus update

As information evolves concerning the coronavirus (COVID-19)—and the impacts are seen within our community—we wanted to touch base and inform you of several things.

First, as a trusted financial institution, our goal is to remain open during normal business hours at all locations—including maintaining open lobbies—until the situation requires us to reevaluate. If we make changes to our open hours, we will issue another message; please continue to watch our channels for any updates regarding a change in normal operations, such as our eNewsletter, Facebook, website, etc.

Second, safeguarding our staff and our customers’ health is important to us, which is why we encourage you to reduce your exposure to others, and conduct any banking functions remotely if possible.

Consider digital banking primarily via the services listed below. You may also consider telephone banking (866.875.4501), or the drive thru as alternate means to reduce exposure to others.

Digital banking for personal accounts	Digital banking for business accounts
Personal online banking	Business online banking
Mobile deposit via our mobile app	Remote deposit capture
Bill pay	Cash management
Person-to-person (P2P) transfers	Electronic transfers (ACH, wires, etc.)

For information on these and other digital services, learn more at thebankforme.com/online-and-mobile/.

Rest assured, we will continue to stay alert regarding the latest information provided by The Centers for Disease Control, the Financial Institutions Division of the State of New Mexico, state and local health departments, and best industry practices as determined by the American Bankers Association. As these are unprecedented circumstances for everyone, we thank you for your patience as we move forward and learn of new developments together.

We recommend being extra vigilant regarding scams related to the virus—personally and professionally—as we’re already starting to see an increase in virus-related fraud. Data security and privacy awareness should be heightened.

If you have any questions, please feel welcome to give us a call at 855.547.3222.

Sincerely,

Sheila Mathews
President and CEO