

HEALTH WATCH

AN IMPORTANT MESSAGE FROM MONTEREY COUNTY BANK REGARDING THE CORONAVIRUS OUTBREAK



As a valued client and friend of Monterey County Bank, we want to apprise you of our continuing efforts concerning the Coronavirus COVID-19 pandemic. Your safety and well-being are paramount to us, as is the safety and well-being of our staff. We are taking the necessary steps to ensure you are taken care of as well as our employees. The Bank is open during our regular business hours, except that **we have temporarily modified our hours on Fridays to 9am PST to 5:00pm PST.**

Our commitment to this Community remains the same as it has for the past 40 years. Although we are communicating more with our customers via phone or email during this time, we want you to know that we are still here for you! As a reminder, no Bank employee or any company affiliated with the Bank will contact you via email or by phone requesting your Online Banking login or other sensitive information. If you are contacted or receive any electronic communication from an unknown source, please do not release any information and contact your local branch as soon as possible to verify the request.

To provide a safe and secure environment as well as minimize contact between our customers and Bank staff, we encourage you to use the following alternative services to conduct banking transactions:

- **Drive-Up Window:** Available at our Monterey and Carmel branches.
- **Online Banking:** For initial setup, please call your local branch to speak with a representative.
- **Night-Drop Deposit:** Available at all branch locations.
- **ATM:** Available at our Monterey Branch.
- **Call or Email:** Please use caution when leaving messages or sending unsecure emails to not include sensitive information.

If your banking transaction or activity cannot be completed utilizing the alternative services listed above and you need to enter a branch lobby, the Bank has implemented the following visitor guidelines:

AS MANDATED BY THE COUNTY AND THE BANK, ALL VISITORS MUST WEAR A FACE COVERING AT ALL TIMES WHILE CONDUCTING BUSINESS WITHIN OUR FACILITIES

If you do not have a face covering, please remain outside and call the branch from your car in order to speak with the appropriate staff member.

For everyone's safety we are limiting entrance to the Monterey branch lobby to 2 customers at a time. Access to our outer branches located in Carmel Rancho, Pacific Grove and Salinas are limited to 1 customer at a time. This allows staff sufficient time to disinfect the lobby between customers as well as adhering to the recommended social distancing of 6 feet.

If you answer **YES** to any of the following questions, we request that you **DO NOT ENTER** any of our branch lobbies. Instead, please call the branch to speak with a representative.

HAVE YOU IN THE LAST 14 DAYS:

- Experienced fever, cough, sore throat, or other flu-like symptoms?
- Been exposed to COVID?
- Traveled outside of California?
- Socially gathered with more than 4 persons not a part of your household?

STAY INFORMED: Monterey County Bank encourages all customers to stay informed and take your own personal steps and precautionary measures to help ensure the well-being of yourself and others around you. In addition to local and national news outlets, we would encourage all of you to visit these helpful websites for more information:

Centers for Disease Control
<http://www.cdc.gov>

World Health Organization
<http://www.who.int>

Monterey County Health Department
<http://www.mtyhd.org/>

California Department of Public Health
<http://www.cdph.ca.gov>

As more information regarding this global health threat becomes available, we will continue to provide updates on our bank website www.montereycountybank.com or via notices posted in our branch lobbies.

**Together we will get through this.
Thank you and stay healthy.**

Monterey County Bank