

HEALTH WATCH

AN IMPORTANT MESSAGE FROM MONTEREY COUNTY BANK



As a valued client and friend of Monterey County Bank, we want to apprise you of our continuing efforts concerning the COVID-19 pandemic. The safety and well-being of all are paramount to us. Accordingly, we have implemented measures to curtail the spread of the virus. Our Banking hours continue to be as posted at our branches and MCB website and remain in effect.

Our commitment to our Community remains as it has for the past 40+ years. While we all are communicating more through contactless processes such as 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 also offer and encourage the use of 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 do not include sensitive information when leaving messages or sending unsecure emails.

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:

MONTEREY COUNTY BANK WILL CONTINUE TO REQUIRE EVERYONE TO WEAR A FACE COVERING AT ALL TIMES WHILE WITHIN BRANCHES

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.

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 7 DAYS:

- Experienced fever, cough, sore throat, or other flu-like symptoms?
- Been exposed to COVID?
- Traveled outside of the U. S ?

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>

Thank you and stay healthy

Monterey County Bank