



## Carroll Community Bank Letter Regarding the Coronavirus

With the uncertainty of the scale and effects of the coronavirus, we feel it is important to provide you with an update. A special committee at Carroll Community Bank has been actively monitoring the local situation and analyzing information as it becomes available. Of utmost importance is the health and safety of our employees and customers and we will continue to make decisions based on these priorities. Our decisions will also reflect the recommendations from state, federal authorities and monitoring updates from the Centers for Disease Control and Prevention (CDC).

Here is what Carroll Community Bank is doing to protect our valued customers and employees:

- We are consistently monitoring staff levels throughout all areas of the bank. This includes the option to allow essential personnel to work remotely to ensure operations continue even in the most extreme circumstances.
- We are actively testing our ability to operate with a significant percentage of our staff working from home not just for illness but for precautionary self-quarantining.
- Aggressive cleaning procedures have been put in place at all branch locations and back offices.
- We have made hand sanitizer readily available and are ensuring branch teams and back-office personnel know best practices recommended by the CDC.
- We have instructed any member of our team who is feeling ill or exhibiting flu-like symptoms or has a family member who is ill, to remain at home and we encourage our customers to do likewise.
- We will continue to provide any updates of operating hours, closures or adjustments on our Contact Us page of our website.

Carroll Community Bank offers many services that do not require you to visit a branch location, provide 24/7 access to your account information, pay bills, deposit checks and much more. Here is a list of these valuable resources. Call any of our branches or email [customerservice@carrollcobank.com](mailto:customerservice@carrollcobank.com) to help get set up.

- Online Banking for Personal and Business with BillPay
- Personal Mobile Banking with Deposit Capability
- Credit and Debit Cards
- Popmoney
- Online Account Opening
- 24 Hour ATM's

We will continue to closely monitor the continued updates from local and federal authorities. Please be assured that we are taking appropriate steps to maintain a healthy environment for our customers, employees and the community. Please feel free to call us at 1-866-293-1968 or email us at [customerservice@carrollcobank.com](mailto:customerservice@carrollcobank.com) with any issues that arise during these unprecedented times. Thank you from Carroll Community Bank.