



Town & Country
Bank and Trust Co.

Press Release

FOR IMMEDIATE RELEASE

Date: May 19, 2020

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TCBT Announces Limited Lobby Access beginning Tuesday May 26th

On behalf of the TCBT family we want to express our appreciation for your patience and understanding as we have all worked through these trying times together.

As of May 26th, we will begin providing limited access to our banking center lobbies. With that said we recommend that you continue to make an appointment to meet with a Loan Officer, to open or close an account, or to access your Safe Deposit Box as the customer waiting area will not be available. If you arrive for a service and there is a wait, we will ask that you wait in your vehicle and be called in when the associate is available to assist you.

You may also want to continue to use the drive thru or mobile services for routine transactions. In order to accommodate proper distancing of employees and customers in our lobbies we will have a reduced number of teller stations available. We will only allow a limited number of customers in que due to distancing requirements, and you may be asked to wait in your vehicle or use the drive thru for your transaction.

If you are experiencing COVID-19 symptoms, have been in contact with someone experiencing those symptoms, have been diagnosed with COVID-19 or in contact with someone diagnosed we ask that you refrain from entering the banking centers. Likewise, if you are otherwise ill or immune compromised you may choose to continue to utilize our drive thru or other remote banking services to facilitate your transactions.

Our employees will be wearing masks and we request that those entering our banking centers don a mask as well. If you have forgotten a mask and would like one, you will be provided with a disposable mask for your visit. You may be asked to lower your mask briefly for identification purposes in order to conduct your transaction.

At our locations that have multiple entrances we have designated an entrance door and an exit door. These will be clearly marked at the applicable banking centers. You will be greeted by an employee upon entering the banking center. This employee will ask you a couple of questions regarding the reason for your visit to determine who you need to meet with, and if you have an appointment they will let the employee you are meeting with know that you arrived. Again, you will be asked to wait in your vehicle if the employee is not available or if there are too many other customers in the branch.

While in the banking centers we ask that you observe the recommended social distancing and make use of the hand sanitizing stations we have placed throughout each location. There will be no post office or public restroom access at this time and our night deposit receptacles will only be checked once daily as they were prior to the restricted lobby access.



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“I want to personally thank you in advance for following our new protocols” stated President and CEO Raffo Wimsett. “I appreciate your understanding that we will always consider the best interests of our clients and our employees as we continue through this unprecedented time in our 113 years in the communities we serve.”

About Town & Country Bank and Trust Co.

Town & Country Bank and Trust Co., headquartered in Bardstown, KY, has been serving the central Kentucky community for over 110 years with offices in Bardstown, New Haven, and Lawrenceburg. We offer a variety of exceptional products and services including wealth management by our trust division, First Banker’s Trust, headquartered in Louisville, KY. Visit our website www.mytcbt.bank to learn more.

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