



Town & Country
Bank and Trust Co.

TCBT Announcement

**OUR LOBBY
IS CLOSING!**

At Town & Country Bank and Trust Co. we value our employees and customers and their health and well-being. Because of the recent spread of COVID-19 into the communities we serve we have made the decision to close our banking center lobbies at the close of business on **Friday March 20th**.

Beginning Saturday March 21st our locations will be drive thru only until further notice.

We rely on the most up-to-date information from the Centers for Disease Control and Prevention along with state and local authorities. We believe that closing our lobbies is the right decision for our employees and customers at this time. We appreciate your understanding of this difficult decision.

During this time, you will still have access to the banking center for the following services by appointment only:

- Safe deposit box access
- Opening an account
- Meeting with a lender or Wealth Management Advisor

To schedule an appointment, please call 1-877-813-3282.

In addition, we ask that the first lane drive thru be reserved for business customers as they have larger transactions. If you choose to use the first lane drive up, please be prepared for delays.

We also encourage you to use our suite of mobile and remote capabilities to access your accounts during this time. You can make deposits using our night deposit receptacles at each location, one of our deposit taking ATMs, or remotely using mobile deposit in our mobile app. You can transfer money to family or friends within our mobile app using Zelle®.

You will also have access to our TCBT ATMs and the Alliance One network of fee free ATMs. You can check your balance or review transactions using Online Banking and make payments using the Bill Pay function within Online Banking. We also offer our Hometown

Line for checking your balance and transferring funds internally: 502-337-6235 in Nelson County, and 502-839-2038 in Anderson County.

If you need help enrolling in or accessing these services please call our Customer Resource Center at 1-877-813-3282 and our team of representatives will be happy to help you.

If you have any questions or concerns please do not hesitate to call us at 502-348-3911.

Thank you,

Your TCBT Family

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