



BANK OF CLEVELAND ADDRESSES COVID-19 CONCERNS

Bank of Cleveland is closely monitoring the latest reports from the Center for Disease Control (CDC) and reports throughout our community as the effects of COVID-19 continue to unfold.

STEPS WE HAVE TAKEN

1. Bank of Cleveland has a Business Continuity Team consisting of members of executive and senior management to monitor up to date information closely in an effort to provide continuous services while managing possible risk and exposure.
2. Proactive steps have been taken to protect clients and employees. This includes enhanced cleaning procedures and measures to limit exposure based on recommendations from the CDC.
3. It is anticipated the drive thrus will be utilized more heavily and are staffed accordingly.
4. Effective 3/23/2020, all bank lobbies will be closed. If access to one our lobbies is necessary, the customer can make an appointment via phone or email.

ALTERNATIVE DELIVERY CHANNELS

Mobile Banking can be used for mobile deposit (daily deposit limits have been increased), to pay bills and transfer or send money.

Internet Banking can be used to manage accounts, pay bills and more.

New state of the art ATMs were installed in the last few months. These modern devices allow currency withdrawals, transfers and deposits of cash or checks. There are no deposit transaction limits. You can choose a receipt which includes images of the items deposited.

Any transaction that requires a signature, can be accomplished via drive thrus.

SAFEGUARD YOUR INFO

Please be mindful of possible fraud and phishing schemes during this time. Remember we will never ask you for your account number. Make an extra effort to safeguard your account info.

SUMMARY

Bank of Cleveland is here to assist you, whether it be in person, via email, phone, internet or mobile app.

If you are not feeling well, we encourage you to avoid unnecessary trips to the bank. If you need assistance with a banking issue, please call us at 478-8443.

Please visit the CDC website at www.cdc.gov for the latest news and information on how to protect yourself.