

# COVID-19 CUSTOMER UPDATE

First National Bank of Proctor will remain open to serve our customers through our drive thru, our online services (that includes remote deposit) and by appointment to access our lobby.

7/24/2020

The State of Minnesota has announced that masks will be mandatory in public buildings (among other spaces) beginning Saturday, July 25<sup>th</sup>. We will continue to follow the guidelines set forth by our state and federal government.

## **Our lobbies are still open by appointment only.**

*If you are not able to wear a mask, please specify that at the time you make your appointment. Please note that if you are not able to wear a mask, you may be asked to use our drive-thru for your required banking services. If you prefer not to wear a mask for reasons that aren't medical, please continue to use our drive-thru and our online services.*

### Appointment Process:

1. Schedule appointment with employee by calling the bank at (218) 628-1088. At this time, the employee will ask you the MN Department of Health recommended screening questions.
2. Arrive at the main entrance at your appointment time. The employee may ask to see your ID and may ask you to temporarily remove your mask to confirm your identity.
3. Please know that our lobby capacity is set to two people only.

If you are experiencing a cough, fever or other symptoms, please refrain from coming into our lobby or using our drive-thru. In addition, if you have recently returned to the area from out of town, please observe the 14-day waiting period before visiting us.

We are taking the following precautions and steps to protect the health of those that enter our buildings:

1. Limiting the number of people in our lobbies at one time.
2. Hand Sanitizer: Please utilize hand sanitizing stations, which will be placed at lobby entrance.
3. Barriers: Front-line personnel will have plexiglass barriers.
4. Spacing: To ensure adequate social distancing, please maintain 6+ feet of separation.
5. Masks: Will be required according to the State of MN Emergency Executive Order 20-81.
6. Cleaning: Frequently used surfaces and pens will be cleaned and sanitized often.
7. No public restroom: We are very sorry, but for the time being, restrooms will be unavailable to the public.
8. No coffee/donuts/lollipops

Thank you in advance for working with us to prioritize the health and safety of our communities. Please let us know if there is anything that we can do to help you or your family during this time. It is important to us here at First National Bank of Proctor to be a resource for our customers when they are facing financial hardships, COVID-19 or otherwise. Our staff is trained to conduct your financial transactions and to help you through troubling financial times. If you're feeling concerned about your current or potential financial situation, please contact us. We have programs and plans in place to help our customers and we are here to help you.