



THE FIRST NATIONAL BANK OF BLANCHESTER
121 EAST MAIN STREET, BLANCHESTER, OHIO 45107

ATTENTION CUSTOMERS: A COVID-19 UPDATE - **UPDATED AUGUST 18, 2020**

First, we wish to thank all of our customers for their patience and cooperation during this unprecedented time.

Due to reduced lobby traffic during the pandemic, lobby hours will be changing effective September 1, 2020:

- **Monday through Thursday: 9 a.m. to 4 p.m. (closing 30 minutes earlier)**
- **Friday: 9 a.m. to 5 p.m. (closing 60 minutes earlier)**
- **Saturday: 9 a.m. to noon (unchanged)**

Drive-thru hours remain unchanged. Once the pandemic ends, lobby hours will be reassessed at that time.

A statewide mask mandate remains in effect. Please visit ohio.gov for details on the mandate and

exceptions. The bank continues to operate, business as usual, with the exception of a few restrictions. Those changes are in place for the safety and well-being of our customers and employees. Those restrictions are:

- Only the rear entrance (Center Street-side) will be unlocked. The front entrance (Main Street-side) will remain locked. All customers should enter and exit through the rear entrance.
- Customers should wear face coverings during their visit to the bank. A bank associate will be at the rear entrance and will instruct customers entering the bank to briefly remove the covering to identify themselves before entering. Face coverings will be available to those who do not have them.
- If a customer is unable to wear (or exempt from wearing) a face covering, or if they feel uneasy about entering the bank lobby, they are strongly encouraged to continue conducting business through our drive-thru, online banking or on the mobile banking app through mobile deposit capture.
- There will be no more than 10 customers at a time in the lobby. Customers are asked to maintain physical distancing while in the bank. If the bank is at capacity, customers will be asked to wait outside until customers inside the bank depart. We appreciate your understanding and patience.
- Customers are also encouraged to call us at 937-783-2451 to make appointments for the following business transactions. This will allow you to conduct business with a limited wait, and will assist us in calculating the number of customers in the bank:
 - Mortgage or consumer loan applications and closings
 - Business transactions and change orders
 - Wire transfers
 - New account openings
 - Sensitive account issues including fraud and debit card issues
 - Safe-deposit box access
- When coming to the bank, please limit the people entering the bank to those who have business in the bank. If making an appointment, please notify the bank how many people will be attending the appointment with you, and please limit that number as much as possible.

We will continue to monitor updates and, if needed, will make changes to our business operations as necessary to continue to provide you with the customer service you need while keeping both you and our employees safe. Stay safe, and thank you for your continued loyalty and patronage.

- Your Friends at FNB 08/18/2020