

# WELCOME TO BAN TERRA'S NEW NORMAL

Our top priority is the safety of our team members and customers. That's why we will continue to monitor COVID-19 updates including government plans to open the economy, as we put enhanced safety measures and features in place to better serve everyone.

We've remained open for business and we've taken the opportunity during this challenging time to consider more efficient and healthier ways to serve our customers.

Join us in approaching banking in a new way, a new normal that will invite you to try technology conveniences while also better appreciating enhanced personal service offerings.



## ENJOY THESE "NEW NORMAL" FEATURES FROM BAN TERRA

### • LOBBY SERVICE

For safety measures, customers have access to lobby service during normal hours; potential customers should call to make an appointment or utilize our drive-up service.

### • DRIVE-UP OPEN

Drive-ups will remain open during normal hours.

### • DIGITAL BANKING

Safe and convenient banking offered through mobile app, online banking, online mortgage applications, online loan applications and payments.

### • ITM/LIVE TELLER

Enjoy extended hours and added safety when utilizing the services of a live teller through our Interactive Teller Machines (ITMs) at select locations.

### • PERSONAL GREETER

Available at select locations to better assist your needs at a six-foot distance.

### • CURB-SIDE SERVICE

Curb-side document signing service upon request; simply call your lender to make an appointment.

### • REDUCED FEES

Reduced fees for business customers implementing remote services such as remote deposit, ACH, wire and mobile app services.

### • CLEANING + SANITIZATION

Continued extensive cleaning and sanitizing of our facilities.

### • SAFETY MEASURES

We have implemented safety measures which includes protective shields at retail locations, six-foot-distance requirement reminders and more.

MORE THAN A BANK  
YOUR PARTNER FOR LIFE



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