

Coronavirus: What we're doing to protect our customers and employees

First, thank you for being a valued customer of The Bank of Carbondale

At The Bank of Carbondale, the safety and well-being of our customers and employees is always our top priority. We understand that the rapidly evolving situation with the coronavirus (COVID-19) can be unnerving, with new information coming to light daily, and even hourly. We are closely monitoring these real-time developments and looking to the experts such as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) for guidance. As a result, we have taken several actions to ensure we are keeping your well-being front and center. You have our commitment that we are doing our utmost to protect you and The Bank of Carbondale team serving you. We will also ensure that you have uninterrupted access to your banking services and sound advice and support from your bankers.

WHAT WE'RE DOING

We have taken a number of steps to serve you better during this time:

- Our branches and offices are cleaned thoroughly and regularly in accordance with CDC protocols
- We have, and are adding more, hand sanitizer inside our branches
- We are requiring all employees who are feeling ill to stay home
- We have monitored and limited travel for our entire employee community

WHAT YOU CAN DO

Bank from home 24/7

Use The Bank of Carbondale's mobile banking application or online banking to pay bills, check balances, transfer funds, and much more. It's easier than ever to do your banking from the palm of your hand.

[Online and Mobile Banking>](#)

Be on alert for fraud

Fraudsters often take advantage of people when they are anxious or vulnerable. In times like these, it's important to not let your guard down. Beware of phishing emails relating to the coronavirus. Scammers capitalize on "hot news topics" to trick you into clicking on their websites. Here are a few tips to help keep you safe:

- Check the sender's email address for grammatical errors – including emails supposedly from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO)
- Emails from The Bank of Carbondale will always come from www.tboc.com
- The Bank of Carbondale will NEVER ask you for your personal information via email

[Security Center>](#)

Rest assured, we'll continue to monitor the situation closely and will provide the latest updates and helpful resources at www.tboc.com. We also recommend continuing to follow the guidance of reputable advisories such as the Centers for Disease Control and Prevention (www.cdc.gov), the Illinois Department of Public Health (dph.illinois.gov) and the World Health Organization (www.who.int).

We appreciate your trust in us and will continue to do everything within our power to help you navigate this uncertain time. Please know that we are here if you need us at 618-549-2181.

Thank you again for being a valued customer.