COVID-19: A message to our customers

Since 1978, Bonneville Bank has been taking care of our customers through all of life's ups and downs. The health, safety, and well-being of our customers, our employees, and our community has always been, and continues to be, our top priority.

Due to ongoing public health concerns caused by COVID-19 (also known as the coronavirus), as well as recent updates from the Center for Disease Control and Prevention, the Utah Department of Health, and the Utah County Health Department, Bonneville Bank has decided to temporarily close the lobby of our branch and process all customer transactions through our convenient drive-up. This precautionary measure is only temporary, and we will reopen the lobby as soon as it is safe to do so in accordance with national and local health department guidance. Please let us know if you need to access your safe deposit box or notary services and are happy to accommodate you with access to the building during our normal business hours. For additional information, as well as updates regarding our planned reopening of the lobby, please continue to check back on our website, or you may call or email us at any time.

During this time, we will continue to accept deposits, cash checks, and perform all other usual teller functions in the drive-up, in addition to providing any needed cashier checks or wire transfers. In addition, you may also continue to access your money in any of the following convenient ways:

- By calling us during business hours at (801) 344-7020, **and select option 3**.
- By emailing us at BankSupport@BonnevilleBank.com.
- Through online banking at www.BonnevilleBank.com, or through our mobile browser site at www.BonnevilleBank.mobi. If you haven't yet enrolled in online banking, it only takes a few minutes. Click here to enroll now. In our free online banking portal, you are able to:
    - Easily view account balances, check images, statements, and your transaction history.
    - Pay bills electronically and set up recurring payments.
    - Transfer money between your Bonneville Bank accounts, or accounts located at other financial institutions.
    - Submit questions or requests to our team, where you will receive a prompt response during our normal business hours.
- View your account balances or withdraw cash from our on-site ATM, or you may access thousands of MoneyPass ATM's nationwide for free. If you do not have a debit card, you may request one by sending us a message in online banking, email, or telephone.
- Via our 24-hour Teller Express phone system at (801) 374-9500, where you can hear your account balance or transaction history and transfer between your accounts.

We also understand there will be instances where our customers are directly affected by COVID-19 or are facing financial difficulties as a result of its economic impact. As always, Bonneville Bank is here to help, and we encourage these customers to reach out to us through one of the contact methods noted above to discuss how we might be of assistance.

We look forward to reopening the lobby and returning to normal operations as soon as it has been determined to be safe to do so, and we apologize for any inconvenience this temporary lobby closure may cause. Our team is standing by if you need anything, and we hope you and your family stay safe during this unprecedented time.

Sincerely,

Your friends at Bonneville Bank