

At Bank of Commerce and Trust Company we have been closely monitoring the evolving situation with coronavirus (COVID-19). At this time we have made the decision to temporarily close our branch lobbies in accordance with the federal, state and local recommendations. The health and safety of our customers and our employees is top priority and we feel that with this decision we can continue to serve your banking needs, while we minimize health risks to our employees, our customers and our communities.

Effective 03/20/2020, all branch lobbies will be temporarily closed to the general public:

- In-branch visits must be scheduled in advance and are by appointment only. Please contact your local branch or our customer service center at 337-783-2201 to schedule an appointment to:
 - Open an account
 - Sign documents / Meet with Loan Officer
 - Handle Commercial accounts (Large Bags/Coins)
 - Access safe deposit box
- Drive-through windows at all branches will remain open for regular hours. You can visit <https://www.bankofcommerceandtrust.com/home/branches/> for all branch locations and drive-through hours.
- Our customer service center is available Monday-Friday 8am-5:30 pm CDT by calling 337-783-2201.

We ask any customer who is showing symptoms, has been ordered to quarantine, or thinks they have been exposed to the coronavirus **NOT** to visit our branch locations or drive-through windows. Our employees have been instructed not to report to work under the same circumstances.

For your convenience, in addition to our drive-through windows at all offices and 24-hour ATMs in Crowley, Rayne, and Iota, we also have other resources available for you to bank remotely:

- **Online Banking** – view account balances and transactions, pay bills, transfer money, make loan payments and more.
- **Mobile App** – all the functionality of online banking from your mobile phone or tablet, with the ability to deposit checks with mobile remote deposit capture.

We understand that there is the potential for additional financial burdens during this time. If you have been negatively impacted and need additional assistance related to your account or accounts with Bank of Commerce, let us know. We are here to help.

Please continue to check our website, <https://www.bankofcommerceandtrust.com> for the most up-to-date information. We appreciate your business and thank you for being a customer of Bank of Commerce and Trust company.