



*Customer Support Center*  
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## **A Message from The Cecilian Bank on COVID-19**

As a proud member of the communities in which we serve, The Cecilian Bank realizes the importance of reaching out to you in light of the growing concerns regarding the coronavirus (COVID-19). The health and safety of our customers and staff is our top priority and we are taking important preventative measures to maintain a clean and safe environment in order to continue serving your banking needs. We are closely following CDC guidance to plan for and monitor this developing situation both locally and nationally.

We encourage customers to continue to use the vast array of resources for self-service banking and 24/7 account access, including, but not limited to, ATMs, Online Banking, our Mobile Banking App and Mobile Deposit Capture. Additionally, we offer many online options for our business customers so they may continue to run their businesses without interruption.

Our Customer Support Center will be available during regular business hours for banking assistance. Our banking centers will continue to offer on-site banking services during regular business hours as well. Please visit our website at [www.TheCecilianBank.com](http://www.TheCecilianBank.com), call our Customer Support Center at (270) 982-4822 or visit one of our banking centers to find out more about our digital banking options.

We understand this crisis affects everyone in different ways. Due to circumstances beyond your control, you may find yourself facing unforeseen financial difficulties. We encourage you to reach out to us at The Cecilian Bank to discuss how we might be able to assist you through this difficult time.

Rest assured; every precaution is being considered. We are taking the below actions bank-wide in response to COVID-19:

- We are deploying additional hand-sanitizer for employees and visiting customers as well as encouraging everyone to wash their hands often.
- We are increasing the frequency of cleaning high-touch surfaces in the public areas of the bank.
- If an employee appears to be suffering from flu-like symptoms, they will remain at home until they are free of symptoms.
- We are encouraging customers who are ill to seek medical advice, to avoid public exposure as much as possible, and to utilize our self-service digital banking options and the phone to conduct bank transactions and inquiries.

The Cecilian Bank is committed to implementing CDC guidelines to help curb this health crisis. We appreciate your business and loyalty to The Cecilian Bank. We are proud to work with the individuals, families, businesses, and local organizations to keep the economic engine of our communities running during these challenging circumstances.

*The Cecilian Bank – Where Tradition and Progress Meet.*  
*Honoring the past and building for the future.*