



DIVISION OF GLACIER BANK

ONE BIG HAPPY LITTLE BANK

## **Durango, CO – March 13, 2020**

Bank of the San Juans puts the health and safety of our customers, employees, and communities above all else. Our thoughts are with everyone affected by coronavirus (COVID-19) and we are committed to responding to customer needs. Understanding our branches are public spaces that can oftentimes be very busy, we would like to share the following information regarding how we plan to continue operating in the safest way possible while serving our customers and the community.

### **Safety is in the details**

We have established a corporate task force that is monitoring and gathering information from the Centers for Disease Control and Prevention (CDC), as well as federal, state, and local health agencies. Employees receive regular updates including health guidelines and recommendations issued by these entities for ensuring a safe work and public environment.

We continue to focus on our daily cleaning routines within all branch facilities, using the recommended disinfectant products on all surfaces including high traffic areas. Hand sanitizers are readily available in all public areas and we include both hand sanitizer and anti-bacterial soap in all restrooms. Each restroom is also equipped with proper signage for hand washing/hygiene techniques.

### **We're in this together**

Bank of the San Juans is committed to making sure our customers have access to their accounts. In the event a local emergency is declared, we have established protocols in place to communicate all of the options available for accessing your accounts.

During this time, we would encourage customers to take advantage of our online and mobile banking platforms for day to day banking transactions. These services allow customers to view transactions, check account balances, transfer money, deposit checks, and make payments.

We understand that this can be a stressful and anxious time and we're here to help. If a customer has become financially impacted by coronavirus and needs support, please contact us so we can work on ways to assist. Please reach us directly by calling 866-618-BOSJ (2675) Monday through Friday from 8am to 5:30pm.

Bank of the San Juans takes the health and safety of our customers seriously. We will continue to update our customers regarding coronavirus as long as this is a public health issue.



Member  
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