

# Actions we're taking around the coronavirus: Current Update



Century Savings Bank is here to help.  
Call our Customer Service Center at 844-927-2463 ext. 1081 for assistance.

As we continue to monitor developments regarding coronavirus disease (COVID-19), we recognize that some of our customers may be negatively affected by impacts of this outbreak. For 155 years Century Savings Bank has always been and will continue to be here for you. Rest assured, we are taking the necessary steps to avoid potential disruptions of service to our customers, and we stand ready to work with those experiencing financial difficulty as a result of this pandemic. As always, our primary focus is on the safety and well-being of our customers, employees and communities we serve.

## Impact on Branch Banking

Our top priority is to keep Century employees and customers safe. To that end, we have educated our employees on best practices to help reduce the spread of COVID-19.

- **Effective as of Tuesday, March 17<sup>th</sup>, all Century Savings Bank lobbies will be closed. Drive thru service remains open**, as do our ATMs.  
Customers may continue to access safe deposit boxes at all locations; simply contact the branch to schedule a convenient time.

## Bank from Anywhere

Just a reminder, Century's self-service banking and 24/7 account access tools and resources are available for your use. Through our mobile, online, and telephone banking services you can: check balances, transfer funds, deposit checks, or find your nearest ATM.

- Mobile Banking: Century Savings Bank app
- Online Banking: [centurysb.com](http://centurysb.com)
- Automated Teller: 877-878-2368

## Financial Hardship Assistance

Century Savings Bank is prepared to offer assistance to our impacted customers through a range of measures. Should you encounter hardship as a result of this pandemic, please contact your local bank manager or lender.

## Service Disruption Prevention Measures

In addition to helping customers navigate potential financial hardships, we also have contingency plans in place that are designed to prevent service disruptions due to any potential coronavirus impacts, just as we do for a number of other scenarios. These plans include: remote access capabilities, alternate work locations for employees and continuity protocols for critical operations.

# Actions we're taking around the coronavirus: Current Update (cont.)



## We're Here for You

Our thoughts are with those affected by the coronavirus outbreak. While it is nearly impossible to predict its spread and fully understand its impact, it does not alter Century Savings Bank's focus on continuing to serve you. We have the people, technology, products, services and tools to do just that.



At Century Savings Bank, our employee, customer and community welfare is important to us. As the coronavirus (COVID-19) continues to disrupt life in parts of the United States, we feel it is critical to let you know about the proactive steps Century Savings Bank is taking to keep employees/customers safe and share information with you to help protect yourself.

- Hand-sanitizer is available in lobby areas for customer and employee use. All public spaces within Century Savings Bank facilities are being cleaned regularly.
- Employees have been provided with information on how to stay healthy and how to avoid illness through proper hygiene practices. Employees are instructed to stay home when they are not feeling well.
- We have assembled a cross-functional team to meet frequently to review, monitor and adjust operations as the situation changes to ensure continuation of critical business functions.
- We encourage you to use online banking and mobile banking options for your everyday banking needs. Our customer service representative are able to help you activate (or help you use) your digital banking services, by calling: 1-844-927-2463 ext. 1081.
- If you are not feeling well, we encourage you to avoid unnecessary trips to the bank. If you need assistance with a banking issue, please call our banking customer service agents at 844-927-2463 ext. 1081.
- Please make sure your mobile phone number, email address and mobile banking alerts are up-to-date for all of your accounts. This will also help if we have to contact you quickly about your account. Call 844-927-2463 ext. 1081 for assistance updating this information. Note: Additional security questions will be asked to make changes.

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- As you conduct transactions at ATMs, at payment terminals (using your payment cards) or when using cash, it is recommended that you should avoid touching your face (eyes/nose/mouth) after completing a transaction and wash your hands or use hand sanitizer as you would after being in any public space. Sanitize your payment cards and mobile phone regularly.
- Beware of scams and criminals using fear/intimidation, trickery, urgency or disinformation related to the coronavirus (COVID-19) to attempt to steal your sensitive, personal or account information. Watch out for strange calls, emails, texts or websites that look like they are coming from legitimate businesses or government agencies asking for information like SSN, usernames/passwords (login info), account numbers, credit or debit card numbers, PINs, etc. Century Savings Bank will never request such information through email/text/outbound calls. Always check your account statements or official websites and customer service numbers and call those numbers directly rather than giving out information over the phone/email/text.

More on this:

- [Coronavirus: Scammers follow the headlines](#) – Federal Trade Commission
- [Defending Against COVID-19 Cyber Scams](#) – Dept. of Homeland Security

Century Savings Bank continues to monitor the situation using information from trusted sources including the Center for Disease Control (CDC), the World Health Organizations (WHO), banking agencies/regulators and state/local health agencies.

Please call 844-927-2463 ext. 1081 during the hours of 8:30 am - 5:00 pm, Monday through Friday with any banking questions or if you need assistance with specific banking activities.

## Branch Locations

### Vineland (Main Office)

1376 Sherman Ave. .... 856-690-9100

### Vineland

1005 E. Landis Ave. .... 856-691-9600

### Upper Deerfield

53 Cornwell Dr. .... 856-451-3300

### Elmer

121 N. Main Street ..... 856-358-2100

### Mullica Hill

100 N. Main Street ..... 856-478-6200

### Gibbstown

800 E Broad Street ..... 856-423-1616

