



## News Release

For further information contact:

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[www.bankfc.com](http://www.bankfc.com)

FOR IMMEDIATE RELEASE

### Coronavirus (COVID-19) and Your Banking Options

WASHINGTON, MO – (March 16, 2020) Bank of Franklin County and its affiliates, Franklin Mortgage Company and Missouri Valley Wealth Management, are continuously monitoring the developments around the recent Coronavirus (COVID-19) outbreak. Rest assured, we are following the [US Center for Disease Control's](#) (CDC) recommendations to protect you and our employees.

We understand the concern and uncertainty you may be experiencing during this time. We are committed to taking steps to help reduce the spread of the virus and to help protect you. While we remain open, and will continue to remain open until it is deemed unsafe, keep in mind that you have banking alternatives should you wish or are not able to visit a branch.

### BANK FROM ANYWHERE

*We strongly encourage you to bank from anywhere, using our mobile community.*

**Online Banking** helps you handle your banking needs from anywhere, anytime.

- View updated account balances and up to one year of history on any deposit or loan account
- Pay your bills with our Online Bill Pay
- Transfer funds between accounts
- Pay another person (P2P)
- Make loan payments
- View, print, or save images of checks that have cleared the account
- View, print, or save up to 12 months of statements when you sign up for FREE e-Statements
- Set up FREE alerts for high or low balances, deposits, or withdrawals as well as current balances to your email inbox or mobile device.
- It's easy to get started. [Click here](#) to sign up.

900 East 8th Street  
Washington, MO 63090

T 636.239.6600  
F 636.239.6698

3017 Highway A  
Washington, MO 63090

T 636.239.3087  
F 636.239.3097

5702 Highway 100  
Washington, MO 63090

T 636.239.1700  
F 636.239.4047

101 Franklin Avenue  
New Haven, MO 63068

T 573.237.4400  
F 573.237.4401

100 Christina Marie Dr.  
O'Fallon, MO 63368

T 636.281.8020  
F 636.281.8021

[bankfc.com](http://bankfc.com)





**Mobile Banking** allows you to securely access your account information 24/7 from anywhere.

- Check account balances
- View history
- Pay bills and schedule payments
- Transfer funds and pay another person (P2P)
- Locate branch locations, ATM surcharge free locations, and our ITM network locations
- Deposits checks
- Turn your debit card on and off
- The first step is to enroll in our Online Banking and then download the compatible app for your device. [Click here](#) for more detailed instructions.

**ITM Network** connects you to a live, local teller without leaving the comfort of your vehicle. To read more about this two-way camera technology and the benefits it offers, please [click here](#).

1. Use the Interactive Teller Machine (ITM) as a traditional ATM, 24/7, to withdraw cash, transfer funds, check balances and make deposits.
2. Use the machine in ITM mode to interact with a live, local Bank of Franklin County teller through an interactive two-way video chat. Our teller will be able to assist you with the following:
  - Withdraw cash, including coins
  - Transfer funds
  - Make cash or check deposits
  - Exchange bills
  - Order checks
  - Make loan payments
  - Get online banking assistance
  - Ask questions about any account
  - And more!

\*Our ITMs are located at the following branches.

**Bank of Franklin County - New Haven**

101 Franklin Ave.  
New Haven, MO 63068  
\*Drive-up ITM only

**Bank of Franklin County - Washington**

900 East Eighth Street  
Washington, MO 63090  
\*Lobby ITM only

**Bank of Franklin County – Krakow**

3017 Hwy A  
Washington, MO 63090  
\*Drive-up ITM and Lobby ITM

**MORE LOCATIONS COMING SOON!**

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## DOING OUR PART

***We are committed to continuing to provide you the highest level of customer support you are accustomed to receiving.***

In order to accomplish this, our branches are instructed to comply with the following:

- Educating our employees to contain the spread by practicing healthy habits and sanitizing all workstations including frequently touched surfaces.
- Upgrading the frequency and thoroughness of cleaning our locations.
- We have technology in place so employees practice social distancing without losing touch with our customers.
- We ask our employees who are not feeling well or showing signs of illness, to stay home and contact a HealthCare professional immediately.

Through all this, please rest assured we have contingency plans in place to ensure there will be no disruption in your banking services and we will continue to remain operational.

For additional information about Coronavirus (COVID-19), visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov)

*Bank of Franklin County is an independent and locally owned community bank with five locations in St. Louis area serving Franklin, St. Charles, St. Louis and Warren Counties. In addition to its full service banking locations, Bank of Franklin County also owns and operates Missouri Valley Wealth Management, LLC along with Franklin Mortgage Company, LLC as wholly owned subsidiaries of the bank. For more information about Bank of Franklin County please visit [www.bankfc.com](http://www.bankfc.com)*

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