

To our Peoples Bank Customers regarding the Coronavirus

Thank you for being a valued customer.

UPDATE: EFFECTIVE March 30, 2020 we will be providing Drive Thru Only service at our 415 Oakbrooke Drive locations as we attempt to follow the CDC's recommendation of social distancing and are ensuring adequate staff coverage for customers. We will continue to follow this schedule for the duration of the State of Emergency.

Should you need employee assistance, please call us at 502-538-7301. By appointment only we will provide assistance for loans and deposit accounts at our main office located at 201 N Bardstown Road, Mt Washington KY 40047.

Amid ongoing concerns about the Coronavirus COVID-19, we are closely monitoring the latest reports from the Centers for Disease Control (CDC). As always, our focus is the safety and well-being of our customers, employees and the communities we serve. Our thoughts are with those who have been impacted. We stand ready to work with those experiencing financial difficulty as a result, and we are taking the necessary steps to avoid potential disruptions of service to our customers.

If you visit our branches, please know, our branch teams are available to serve you, as always. We've augmented daily cleaning procedures with the use of disinfectant products, identified on the Environmental Protection Agency's (EPA's) list of registered disinfectants effective in killing COVID-19, on high-touch surfaces, have made hand sanitizer readily available to staff and customers, and are educating branch teams on best practices recommended by the CDC.

We wanted to reach out and share a few of the ways we are here to serve you, our customer, during this time:

We encourage you to access your account from home using our electronic banking solutions. Peoples Bank Online Banking and Bill Pay at www.peoplesbankmtw.com and Peoples Bank Mobile App (available in the Apple App or Google Play stores) let you view transactions, check balances, pay bills, make mobile check deposits, transfer funds, and more. If you need assistance accessing, using, or registering for these services please contact us at 502-538-7301.

If you've been impacted by COVID-19 and need our support, we're here to help. We will have dedicated assistance available - please contact us at 502-538-7301 between 8:30 and 5:00 Monday thru Friday.

In addition to helping customers work through potential financial hardships, we also have contingency plans in place that are designed to prevent any service disruptions due to Coronavirus impacts.

We will continue to closely monitor the situation and evaluate additional measures to support our customers and communities as needs arise. We will communicate any additional information via social media, online and mobile banking notifications as necessary.

For additional information about COVID-19, get the latest report from the Centers for Disease Control at cdc.gov or your local health department website.