



ALABAMA BANKERS ASSOCIATION

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Alabama Banks Prepared to Meet Customer Needs During COVID-19 Outbreak

MONTGOMERY, Ala., March 20, 2020 – Alabama banks are well prepared to meet customer needs despite the current COVID-19 pandemic. Thanks to the Alabama Recovery Coalition for the Financial Sector (ARCFS), Alabama’s banks have participated in pandemic preparedness exercises as recently as this past summer. ARCFS was formed in 2006 specifically to provide a high-level of communication and coordination between all Alabama banks, regulators and both state and federal emergency management agencies. Through this training and communication, Alabama banks have plans in place to meet customer needs during times of crisis.

While each bank’s pandemic plan may differ slightly, consumers are encouraged to:

- Use drive-through, on-line banking and ATM channels for transactional services.
- Where personal or specific banker services are needed, set up office appointments in advance of a visit.
- For customers facing financial hardships as a result of the Coronavirus, it is important to contact their bank to discuss their individual situation.
- Take advantage of the United States’ world class payments system and use debit cards or credit cards to make purchases.
- Check the financial institution’s web site for updates as this situation evolves.

Alabama banks are ensuring the delivery of important financial services such as money and credit availability, while proactively working to safeguard the health and safety of their customers, staff and communities as the COVID-19 situation evolves.

“Most importantly, the citizens of Alabama should rest assured that their money is safe and sound in Alabama banks,” Scott Latham, president and CEO of the Alabama Bankers Association, said. “Our banks are doing everything they can to safeguard and help consumers during this time.”

The Alabama Bankers Association represents 126 banks. Banks in Alabama have combined deposits of more than \$100 billion and have 1,466 locations across the state.

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