

# AN UPDATE FROM AVB BANK ABOUT COVID-19

AVB Bank continues to monitor developments related to COVID-19, and we want to assure you that we are actively implementing best practices – as recommended by the Centers for Disease Control and Prevention (CDC) – in an effort to better serve you. We are committed to keeping our customers and associates informed and remind you that the health and safety of our customers, community members and associates is our first priority.

## Our Branches

AVB lobbies will have limited access, beginning Friday, March 20, 2020, until further notice. AVB drive-thrus will maintain regular hours of operation. For all other account needs, call 918.251.9611. Please know this is a dynamic situation and if changes in operations occur, we will communicate those to you.

## Banking Options

AVB offers a full array of digital banking tools and other options for self-service banking and round-the-clock access to your accounts. These services provide you with flexibility that is vital in these types of situations.

## We encourage you to access your AVB accounts via:

- AVB Online Banking
- AVB Online Bill Payment & Person-to-Person - P2P\*
- AVB Mobile App & Mobile Deposit\*
- AVB Cash Management\*
- AVB Remote Deposit Capture
- AVB Customer Service – 918.259.2777 – is available from 8:30 am – 4:30 pm CST, Monday – Friday
- AVB 24-Hour Account Information Line – 918.251.2872\*\*
- AVB VISA CheckCard
- AVB Automated Teller Machines (ATMs)
- TransFund ATMs, available surcharge-free to AVB debit cardholders

*\*AVB Online Banking required.*

*\*\*First-time users or users that have not accessed the system in the last 30-days, will need authorization.*

If you have not enrolled in AVB Online Banking or need authorization to access AVB's 24-Hour Account Information, call 918.259.2777 and AVB's Customer Accounting Department will assist you with accessing these systems.

Business customers needing Cash Management assistance can directly contact Jamie Wheeler, Vice President of Treasury Management, at 918.259.2740.

## Assistance Available

AVB also understands some customers may face financial difficulties as a result of COVID-19. If you need assistance, please contact us at 918.251.9611. We are here to help.

Account maintenance, or new account opening can be conducted through the commercial drive-thru lane.

To access your safe deposit box, call 918.251.9611 to schedule an appointment.

## Additional Information

- **The safest place for your money is in a FDIC-insured bank. If you have questions about deposit insurance, contact us at 918.251.9611, call the Federal Deposit Insurance Corporation at 1.800.ASK.FDIC or 1.877.275.3342 or visit [fdic.gov](https://www.fdic.gov).**
- **It is always best to consult with your trusted investment professional before changing investment strategy.**
- **Scammers may try to take advantage of this situation. If AVB contacts you via telephone, email or text message, we will never ask you for account numbers, Social Security Number, PIN or passwords.**
- **Scams associated with COVID-19, offering preventative or medical products, may appear authentic and, also, could include emails or social media posts. Avoid accessing any communication with links. For current information about COVID-19, refer to the CDC – [cdc.gov](https://www.cdc.gov).**

As you may know, AVB was founded in 1905. For more than 115 years, we've taken great pride in serving our customers. We appreciate your trust. We share your concern about COVID-19. We remain committed to providing you with the best possible service. We appreciate the opportunity to continue to serve you.



BANKAVB.COM | 918.251.9611