

COVID-19



A MESSAGE TO OUR CUSTOMERS

Banterra understands the concerns of COVID-19 and the health risk and impact that it brings to all of us, including our customers, team members and residents in our communities. We have taken immediate preventive measures and are ready to support our customers during this time.

PREVENTIVE MEASURES BY BANTERRA

We are following the recommendations of [Centers for Disease Control and Prevention](#) (CDC) and all locations including branches and administrative offices will have hand sanitizer, disposable gloves, sanitizing wipes and extra tissues, as made available. Hand sanitizer can also be utilized by our customers while in our branches. We have educated all team members with the proper hand-washing guidelines, necessary social distancing and plan to enforce work-from-home procedures when the situation is needed.

PREVENTIVE MEASURES FOR OUR CUSTOMERS

Digital Banking - While we enjoy working with you in person and will continue to do so, we encourage you to utilize our convenient digital banking tools. You can access your accounts through online banking or Banterra's Mobile App. With our digital products, you can complete your banking needs including making deposits, paying bills, transferring funds, view accounts and paying individuals from Banterra's Mobile App.

If you have not enrolled in digital banking, you can do so [here](#).

ATMS & ITMS - Banterra has more than 40 ATMs available, as well as four ITM (Interactive Teller Machine) locations. ITM hours are Monday- Friday, 8 am – 6 pm and Saturday 8 am – 1 pm. With an ITM, you can deposit cash or checks, make withdrawals, make loan payments and talk to a live teller. For a complete list of ATM and ITM locations, go [here](#).

Telephone Banking - You can get your deposit and loan account information and move money through Telephone Banking 877-859-BANK (2265). A four-digit PIN is required, which can be obtained through online banking or by calling Banterra Customer Care at 877-226-8377.

Mortgages & Other Loans - Loan payments can also be made online at Banterra.com, listed under "Services." You can also apply for loans and as well as home mortgages on Banterra.com.

FINANCIAL IMPACT

We understand that in addition to a health risk, COVID-19 will impact the financial well-being of countless individuals. It can impact your employment, your business and your investments. Banterra is here for you to offer possible financial solutions for your particular situation.

DAYS AHEAD

Our main concern is the health and well-being of our customers, team members and communities. We will continue to monitor updates of this quickly evolving situation. Please know we may take additional steps including consolidating branch locations and modifying hours. We will update you of potential changes to work hours and locations through [Banterra.com](#), Banterra's [Facebook](#) page and through customer communication.

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

If you need additional assistance, please contact us.