

March 25, 2020



## COVID-19 Response Update

As previously stated, Pacific Valley Bank values the well-being of its clients, employees, and neighbors in the community. Our changes to the way we are currently operating reflect our commitment to protecting the health and safety of our employees and the communities we serve while maintaining a level of service to our customers that minimizes potential disruptions.

As of now, all branches remain open for business and we are adhering to the CDC guidelines for best practices during a pandemic.

Here's a summary of where you'll see temporary changes to our normal business operations:

- As of 03/17/2020, [services for opening new accounts](#) are not available on a walk-in basis. For customers with an urgent need, we ask that you call any of our branches to determine how we can assist you.
- The number of customers in the branch at any one time has been limited based on the size of each location: [Salinas \(5\)](#) – [Monterey \(2\)](#) – [King City \(2\)](#).
- Effective 03/26/2020, [lobby hours for all branches will be 10:00AM to 3:00PM](#), Monday through Friday. All deposits placed in a Pacific Valley Bank Night Drop or ATM after 4:00PM will be processed the following business day.

In addition to a Pacific Valley Bank ATM at each branch location, Pacific Valley Bank is partnered with the MoneyPass® ATM Network to provide our debit card customers with access to surcharge-free ATMs in your local area. Please visit our website, [www.moneypass.com](http://www.moneypass.com), or the Pacific Valley Bank Mobile Banking App to locate a MoneyPass® ATM near you.

We encourage you to take advantage of the online and mobile banking options available through our website. For your personal online banking needs, enrollment may be completed online. For business online banking needs, please call any of our branches for more information.

We appreciate your patience and understanding as we adapt to current circumstances. Please let us know how we can assist you.

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

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