



Community Bankers Association of Illinois

One Mission. Community Banks.®

CBAI recently reached out to our CBAI and CBSC boards members to solicit advice regarding protocol, best practices and recommendations pertaining to the COVID-19 outbreak to provide to our member banks. Below is a summary of the information we have gathered. We hope you find it useful as you make decisions for your own community bank during this unprecedented time.

Coronavirus (COVID-19) Best Practices and Recommendations from Community Bankers

Many banks with drive-up teller access are choosing to close their lobbies. According to IDFP, this practice is acceptable and doesn't require a proclamation as long as the drive-up remains open. They would appreciate notification.

Most community banks that have closed their lobbies are allowing access by appointment only for customers who need to perform services including signing documents, opening an account or accessing safety deposit boxes.

Community banks are sending communications to customers including emails, texts, signs at branches and social media posts encouraging them to consider using available electronic banking products.

Employees are being asked to work from home when possible. Sick employees are required to stay home from work.

Employees are being provided with gloves, hand sanitizer and cleaning supplies. All staff is educated on CDC guidelines on sanitation and personal hygiene, including frequent hand washing.

Surfaces should be wiped down frequently, ideally after contact with each customer. Physical contact with customers should be avoided, including handshakes. Try to maintain six feet of social distancing, when possible.

Dispose of all paper materials previously touched by customers, including magazines, brochures and forms.

Communication is key. Banks have invested heavily in technology and contingency planning. It is important to reassure customers by making them aware of the options available to them.

Remind customers that banks are governed by regulators including the OCC, FDIC, Federal Reserve and IDFP, and that they collectively have the customers' best interests at heart.

Cancel non-essential meetings and non-essential travel. Encourage groups like the loan committee to review documents remotely and meet electronically.

Always keep in mind, we are stewards of our customers' financial health. We are in a position to provide rational, sound and calm advice.

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