



# Community Bankers Association of Illinois

*One Mission. Community Banks.®*

Dear Community Banker:

This morning IDFPR issued guidance on bank lobby closings. This mirrors information CBAI sent to members yesterday following conversations with the Division of Banking. Please note, IDFPR sent an initial email of guidance that was in error. They then sent a correction. Below is the correct version sent to CBAI directly from the Director of Banking.

*We are aware that banks have questions regarding conducting business during this difficult time. Specifically, we have received a number of questions regarding closing lobbies, closing branches, etc.*

*If a bank intends to close its lobby and instead conduct business through its drive through during its normal business hours, no proclamation is required. If, however, a bank intends to close a branch or change its business hours, a proclamation is required.*

*In any of the above cases, the bank should notify the Department of its planned changes. As always, when the bank returns to normal operations, the bank should notify the Department.*

*If there are any questions on this or any other issues, please contact Chasse Rehwinkel at 312-793-0471 or Kerri Doll at 217-558-4938. Any notifications of changes in operation can be sent to [IL.Banks@illinois.gov](mailto:IL.Banks@illinois.gov).*

Community banks are bound to receive questions from concerned customers during this confusing and unsettling time. Below are talking points for community bank employees that CBAI has gathered from the ICBA, regulators, bankers and other partners to reassure and inform customers.

[Talking Points »](#)

CBAI remains a source for all Illinois community banks, but we realize that the best resource is your fellow community bankers. That is why CBAI has been reaching out to our CBAI and CBSC board 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. Additionally, if you are doing something in your community or would like to recommend a best practice or protocol, please let us know.

[Best Practices »](#)

Additionally as a reminder, CBAI is offering a FREE webinar to members entitled "Pandemic Preparedness: Managing Coronavirus & Other Epidemics." The link will be live at 10 a.m. on Friday, March 20.

[FREE Pandemic Preparedness Webinar »](#)

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