



# Carolina Trust Bank

## A Message from Carolina Trust Bank

As we continue to monitor the evolvment and effects of COVID-19 in our local communities and nation, we want you to know that the safety of our Customers and Team Members remains our main focus.

We are meeting daily to review current events to make sure that we can safely continue serving your essential banking needs.

We remain diligent in our cleaning and sanitizing efforts of our branches and have asked our Team Members to refrain from travel and participating in large group activities. We have work-from-home protocols in place and are practicing social distancing in our branches and operations centers.

An additional measure we will implement to ensure a healthy bank environment is **to close our lobby to the public and offer drive-thru only service**. Our Team Members will remain available to support you remotely and by in-person appointment, as needed.

**Beginning Friday, March 20, most Carolina Trust Bank branch locations, with drive-thru lanes, will be operating normal business hours – Monday - Thursday 9:00 a.m. - 5:00 p.m. and Friday 9:00 a.m. - 5:30 p.m.**

**Beginning Friday, March 20, all Carolina Trust Bank branch locations without drive-thru lanes will be closing the lobbies of these locations to appointment only.**

Please contact your branch directly to schedule an appointment or help with services that cannot be delivered through a drive-thru location.

We appreciate your patience as wait times may increase.

We encourage Customers to utilize our Electronic Banking services which are available 24/7.

- Online Banking
- Mobile Banking
- iTALK Telephone Banking at 877-983-5537
- ATMs

We remind you to be diligent in reviewing emails and text messages as phishing scams are becoming rampant during this time. Malicious users are actively trying to take advantage of heightened stress levels with harmful messages including information about donation sites, charities, government agencies, financial institutions, and the medical community. Open emails from trusted sources only, verify emails and links with the sender. If you receive a suspicious email or text that you cannot verify, do not respond, click on any links, or open attachments. If you receive a suspicious phone call, hang up.

Carolina Trust Bank will never ask for your personal information or login information via email or text. Never provide to anyone your Personal Identification Number (PIN) or your username and password used to access Online and Mobile Banking. There is NEVER a legitimate reason to provide this information.

Please visit our website for updates on our response to COVID-19.

Thank you for your understanding and for choosing Carolina Trust Bank.