



## **Starting March 24, 2020 Tennessee State Bank Offices Will Be Drive-Thru Only and Lobby Hours by Appointment**

We continue to closely follow the daily developments of the COVID-19 pandemic. The health and safety of our clients and associates is our No. 1 priority. During this challenging time for the world, we continue to focus on providing our clients with a high level of service and advice. Be assured that we will keep you updated regularly.

Our response team continues to be in conversation several times a day about the actions needed based on the guidance from the CDC, the state and localities in which we operate, and the federal government.

**Starting tomorrow, we will provide drive-thru service at all of our locations during the normal business hours posted at the branch or on our website. Access to our lobbies will be by appointment only by calling your branch or the corporate office during the normal business hours posted at the branch or on our website.**

Restricting our branches is an extraordinary step, but we are in an extraordinary situation. We believe this is the best way for us to continue giving you essential services while taking maximum precautions against the spread of the disease. For the latest updates on our response and how it affects our branches, visit <https://www.tnstatebank.com/>

**Before visiting a drive-thru or making a lobby appointment, see if one of these services would meet your needs. These are some of the ways we can continue to serve you no matter where you are.**

### **Online & Mobile Banking**

Whether online or on a mobile device, much of your banking business can be done remotely, which is particularly important during this time of social distancing. However, if you are looking for an alternative to visiting one of our convenient drive-thrus, we would also like to remind all of our customers, whether you bank with us personally or have business accounts with us, that there are online services available. If you have not already signed up for Tennessee State Bank's NetTeller Online Banking you can visit our website to apply <https://www.tnstatebank.com/> or click the link: **Enroll Now**. You can also download our mobile app<sup>1</sup> if you have not already done so to access your Online Banking from your mobile device, links to download are provided below.

---

<sup>1</sup> Tennessee State Bank Mobile App is available for select mobile devices. Enrollment required in Tennessee State Bank Online Banking. Message and data rates may apply.

iPad / iPhone Users - download directly from the **Apple Store** (TNStateBank Mobile)  
Android Users - download directly from the **Google playstore** (TNStateBank Mobile)

### **Call Us**

Simply contact your branch or call us at (865) 453-0873 during our normal business hours posted at the branch or on our website.

- Visit <https://www.tnstatebank.com/locator> to find the phone number of a branch near you.

In addition, TSB's after hours contact information is listed below. Please don't hesitate to use this when needed.

- **Visa® Credit Card Balance Inquiry:** (800) 343-1548
- **Visa® Credit Card FraudWatch (Fraud or Blocked Card Assistance):** (800) 337-3392
- **Visa® Credit Card Lost or Stolen:** (800) 556-5678
- **Visa® Debit Card Balance Inquiry:** (865) 908-BANK (2265)
- **Visa® Debit Card TSB FraudWatch (Fraud or Blocked Card Assistance):** (877) 662-8076
- **Visa® Debit Card Lost or Stolen:** (888)297-3416

### **By Appointment**

Sometimes you just need to sit down face to face with someone to conduct your business. If you need to schedule an essential meeting like a loan closing, account opening, access to your safe deposit box or other service, simply call your branch to set up an appointment.

This is a very difficult time for us all. Still, Tennessee State Bank's support of our customers is unwavering. If you are in need, please reach out to let us know how we can help. We are working with customers who have been impacted by illness or the economic impact of COVID-19. You can call your local branch, your trusted lender or our Customer Service Center to let us know what you need.

We are doing everything in our power to play our part in controlling this pandemic. As it progresses and eventually declines, we will make additional efforts to help our customers, communities and economy recover.

### **FDIC**

Regardless of the bank's operating conditions, your money is insured by the FDIC. Deposits with an FDIC-insured bank or savings institution will continue to be protected up to at least \$250,000. You can visit <https://www.fdic.gov/coronavirus/faq-customer.pdf> for more details on how your money is protected.

Thank you for your loyalty, and be well.