

Community Valley Bank - COVID- 19 Response

CVB's El Centro and Brawley branch lobby's will be closed to customer traffic beginning November 23, 2020.

Drive Thru Available – 9:00 a.m. to 4 p.m. – Monday through Friday

Night Drop Available – 24 Hours (call branch for more details)

Branch staff is available for transaction processing and telephone inquiries 9 a.m. to 4 p.m. – Monday through Friday.

Customer Options:

1. Customers have the option to drop off their deposits in the Night Drop. The Night Drop will be unlocked during business hours. Business hours will be 9 a.m. to 4 p.m. Monday through Friday, effective Monday, November 23, 2020. If you prefer this option, CVB branch staff can provide you with plastic night drop bags, the CVB zip bags, or canvas bags. If you prefer to make deposits outside of business hours, you will be issued a Night Drop key. Please call the branch for details.

This option would be most useful for merchant deposits, larger cash deposits, or larger check deposits.

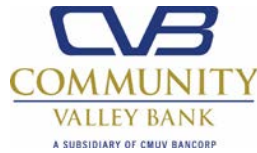
- Step 1 – Receive CVB night drop bags on Thursday for use of the night drop.
- Step 2 – Drop your deposit in the Night Drop
- Step 3 – If your deposit is made during business hours, contact the branch via telephone to notify them that a deposit has been made.
- Step 4 – Let the branch staff know if you will be waiting for a receipt or if you would like the receipt emailed to you via secured email. Be sure a valid email address is on file.
- Step 5 – CSRs will process deposits as soon as possible and provide a receipt as instructed by the customer.

2. Customers can use the drive up teller to conduct transactions, including check cashing.

This option would be most useful for those customers who have simple check deposits, smaller cash deposits, check cashing(customers and non-customers), or withdrawals.

- Step 1 – Customer comes up to the drive up teller, requests the transaction, and the transaction is processed at that time.
- Step 2 – CSR provides receipt to customer

3. Customers can call the branch to make an appointment. to have their transaction processed at a time that is most convenient for them.



This option would be useful for merchants who need their deposits completed at a particular time and will be receiving a change order or making a larger cash withdrawal at the same time.

Making an appointment will give the customer priority in the processing of the transaction(s).

- Step 1 – The customer would contact the branch and make an appointment for a 30 minute window to have a CSR ready to take their transaction at the time they arrive
- Step 2 – The customer would arrive at their designated appointment time and drop off the deposit through the Night Drop. *Special exceptions can be made if the deposit does not fit into the Night Drop. The CSR can have the merchant come to the door to drop off the deposit with the CSR for processing. The merchant will need to wait outside while the deposits and/or change orders are processed.*
- Step 3 – The CSR will begin working on the transactions immediately and provide the merchant with any change and receipts as requested by the merchant.

4. All customers can use the ATM's at any time to process their transactions. If you have any issues using the ATM's, please contact the branch for assistance at

- El Centro Branch – (760) 352-7777
- Brawley Branch – (760) 344-7771

5. New Accounts

a. CVB can open new accounts for non-customers by appointment:

- Step 1 – Customers can be provided a New Account Application via the drive up teller
- Step 2 – The New Account Application will need to be taken home to be completed, or can be filled it out in the parking lot.
- Step 3 – The customer will then need to call the branch for further details on the account opening process and/or drop off the New Account Application using the drive up teller or email. The customer will need to provide 2 forms of identification at that time as well.
- Step 3 – The CSR will then contact the customer at the time the New Account documents are ready to be signed.
- Step 4 – The customer will sign the New Account documents through the drive up teller or if the customer has already been identified, can provide the signature card via email.

b. New Accounts can be opened for existing customers via email. Please contact the branch for details.

El Centro Branch – (760) 352-7777

Brawley Branch – (760) 344-7771



6. Wire Requests

- Customers can make wires requests using the drive-thru
- Customers can submit the wire instructions via the drive-thru teller and then wait in the parking lot for the CSR to contact the customer via telephone, to sign the wire request form.
- Requests via telephone and email will continue to be processed as they are now, using an Electronic Authorization form on file for each customer.

7. **Loan Inquiries – By Appointment**

We understand that our customers may have loan questions or questions regarding PPP Forgiveness applications at this time. If you have the need to see a Loan Officer in person, please contact the Brawley or El Centro branch to make an appointment.

The staff at Community Valley Bank thanks you for your patience and understanding during this time as we strive to ensure the health and safety of both our customers and our staff.