



Beginning Monday, July 20, 2020 National Grand Bank's 91 Pleasant Street lobby will be reopened.

While we are excited to see you and to serve your financial needs in person, we will be reopening with some new guidelines to help ensure the continued health and well-being of our customers, employees and community.

A few things to keep in mind if you plan to visit our lobby:

- The lobby will be open normal hours:
 - Monday-Wednesday 7:30am – 3:00pm
 - Thursday-Friday 7:30am – 5:00pm
 - Saturday 8:30am – Noon
- We will be limiting the number of customers who can enter the bank at one time. If we reach our limit, you will be asked to wait, socially-distanced outside, until another customer exits.
- Entry will only be allowed through the doors accessible from the main bank parking lot. The Pleasant Street doors will be for exiting only.
- Face coverings/masks will be required for all customers who wish to enter the lobby.
- In addition to face coverings/masks, all customers will be asked to sanitize their hands before entry.
- For safety tracking, we will also be logging the name, phone number and time of each customer that enters the bank.
- If you require the services of a Customer Service Representative, we strongly suggest that you make an appointment at least 24 hours in advance by visiting www.ngbank.com.

For quick and convenient service, we continue to encourage use of our alternative banking services, especially for those that are not feeling well, are unable to wear a mask, have recently traveled outside of Massachusetts or have any symptoms of or have been exposed to anyone that has been tested positive for Covid-19:

- 2 Fully-staffed drive-thru lanes
- 24-hour ATMs
- Online Banking
- Mobile Banking with Mobile Deposit (available for all customers)
- Telephone Banking

Thank you for your patience during these unprecedented times and for continuing to allow us to serve you at National Grand Bank.