



Chatsworth Branch

- 502 East Locust Street
Chatsworth, IL 60921
- (815) 635-3134

Normal Branch

- 1710 East College Avenue
Normal, IL 61761
- (309) 452-3360

Subject: COVID-19: A special message to our customers

Dear Customer,

At CBC, the health and well-being of our customers, associates, and communities is our top priority. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19) and are committed to being responsive to the needs of our customers and associates as the situation evolves.

We strongly encourage you to use CBC's digital tools and other resources for self-service banking and 24/7 account access. You can access your accounts online or by using the Bank at CBC Mobile app at your convenience. From there, you can view transactions, check balances and more. It's easier and faster (in most cases) to manage your account digitally.

If you haven't enrolled in online access, it only takes a few minutes.

We also understand that there may be instances where customers find themselves facing financial difficulties. CBC is here to help and we encourage customers who may be impacted to reach out to discuss how we might be of assistance.

Should you find yourself in need of assistance, please contact us.

As always, the health, safety and well-being of our customers, our associates and our communities is of paramount concern. We continue to monitor this quickly evolving situation and are here to assist our customers as needed.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov).

On behalf of the CBC Bank family, thank you for being our customer. We take great pride in being your bank.

Anne Mosley
President & CEO