



For the health and well-being of their customers, colleagues and communities, most HCI member banks have suspended lobby access for the time being. Those customers who require face-to-face assistance are being asked to set an appointment in order to conduct their transaction. When they arrive for their appointment, they are met by a screener who will ask them a series of questions before granting access to the lobby. Once inside, the customers are being directed to a conference room instead of meeting in the banker's office where the tables can be properly disinfected before and after each appointment.

Below is an example of the questions that are being asked before allowing access to the lobby.

COVID-19 Bank Customer Screening Questions

- o Have you traveled by plane or cruise ship or from an area with a concentrated outbreak of COVID-19 within the last seven days? If yes, then let's schedule a time for when seven days have passed.
- o Have you been exposed to anyone who has tested positive for COVID-19? If yes, how long ago was the exposure? If less than five days, please do not let them in the building.
- o Do you currently have, or have you had within the last 24 hours, any cold or flu symptoms such as a cough, fever or shortness of breath? If yes, then ask them to reschedule when they are symptom free.