

Your well-being is our priority.



If you are experiencing financial hardship from the pandemic and business shutdowns, please give us a call so we can assist you with your specific situation.

COVID-19 (Coronavirus)

To our Customers and Friends,

One of our highest priorities is the health, safety, and well-being of our colleagues, customers, and the community we serve. Bank of Richmondville will continue normal banking operations at all locations. Below are some of the key points of Bank of Richmondville's response plan:

- 1) **Increased cleaning and sanitizing measures in our branches, while reinforcing healthy habits for our staff**
- 2) **Keeping our products and services fully available to you**
- 3) **Monitoring the updates related to the virus outbreak @ www.cdc.gov**
- 4) **Enhanced risk monitoring and management**

Bank of Richmondville enjoys seeing you in our branches, however, we fully understand the preference of limiting your daily interactions. We respectfully ask all customers and guests to avoid entering our facilities with any flu-like symptoms or illness. Instead, please use the available alternative banking options listed below.

- 1) **24-Hour NetTeller Online Banking and Bill Pay Service @ www.bankrich.com**
- 2) **24-Hour Mobile Banking with Remote Deposit**
- 3) **24-Hour Xpress Telephone Banking 1-518-234-4300 or Toll Free at 1-877-234-8222**
- 4) **24-Hour ATM Access**
- 5) **Secure Email: customerservice@bankrich.com and Loans@bankrich.com**
- 6) **Drive-up or Walk-up Banking Service www.bankrich.com/about/locations-hours**
Mon-Thurs 8:15 am – 4:00 pm, Friday 8:15 am – 6:00 pm
Saturday 8:30 – 11:30 am @ our Cobleskill and Schoharie Locations

As always, if you need assistance, please contact our Customer Service Representatives at any one of our locations at (518) 294-6661, (518) 234-4397, or (518) 295-8884.

