



COVID-19 RESPONSE UPDATE: MARCH 18, 2020

Dear valued customers,

As the prevention protocols surrounding COVID-19 rapidly evolve, the health and safety of Commerce Bank's clientele and personnel is our top priority. We understand the uneasiness and uncertainty surrounding this matter currently, and we remain committed to take all necessary steps to protect the well-being and health of our clientele, representatives, and members of our local community. After much consideration of both local and national response measures, we have developed a plan for continued business operations. Please read Commerce Bank's COVID-19 Response details below. We sincerely appreciate your patience and understanding during this time.

**The following changes will take effect on Thursday, March 19, 2020:**

## **Edina Branch**

### **Updated Hours of Operation**

- Updated Hours of Operation: Monday- Friday, 9 a.m. to 3 p.m.
- Front Lobby is open, but not immediately accessible until further notice. For in-person banking services, we kindly ask that you call ahead of time to schedule an appointment with a banker at 952-841-9750.

### **Deposits and Loan Payment Transactions**

- Our Edina location will be accepting deposits and loan payments through our Night Drop Deposit Box, located in the front lobby. Our Night Drop will be checked regularly during our adjusted hours of operation to ensure that your transactions are processed in a timely manner. If you have any questions regarding operation of the Night Drop, please call 952-841-9750.

### **Check Cashing and In-Person Banking Requests**

- For check cashing and in-person banking services, we ask that you call our Edina location or email our Client Services group to schedule an appointment with a banker. Please call 952-841-9750 or email [ClientServices@cbmn.bank](mailto:ClientServices@cbmn.bank).

### **Options for Banking Remotely**

- Utilizing Commerce Bank's Online Banking, Mobile Banking, and Remote Deposit are great options for banking from home or on the go. You can check account balances, initiate account transfers, and process business deposits. For more information, please call us at 952-841-9750.
- Commerce Bank's ATM/Debit Card is a great option for making purchases and withdrawing cash if you are unable to make it into the Bank. If you currently do not have an ATM/Debit Card, please call 952-841-9750 and we will be able to assist you in ordering a card.
- Direct Deposit and ACH transfers help ensure that your payroll and payments are processed without delay. Please call us with any questions or inquiries at 952-841-9750.

## **Geneva Branch**

### **Updated Hours of Operation**

- Updated Hours of Operation: Monday- Friday, 11 a.m. to 3 p.m.
- Banking Lobby will be open, but we kindly ask that you call ahead of time to schedule an appointment with your banker. Please call 507-256-7235 or email [ClientServices@cbmn.bank](mailto:ClientServices@cbmn.bank).

### **Deposits and Loan Payment Transactions**

- Our Geneva location will be accepting deposits and loan payments through our Night Drop Deposit Box. Our Night Drop will be checked regularly during our adjusted hours of operation to ensure that your transactions are processed in a timely manner. If you have any questions regarding operation of the Night Drop, please call 507-256-7235.

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- Direct Deposit and ACH transfers help ensure that your payroll and payments are processed without delay. Please call us with any questions or inquiries at 507-256-7235.