

Coronavirus (COVID-19) Update

September 15, 2020

Piedmont Federal Savings Bank continues to monitor developments related to Coronavirus (COVID-19) in coordination with local, state and federal agencies and we want to keep you informed. The health and safety of our customers and teammates is our top priority. We are committed to providing you with uninterrupted access to financial services and your money.

Piedmont Federal lobby access is by appointment only. We encourage you to continue to use the drive-thru, night drop, online and mobile banking as the primary avenues for your banking needs. We understand that convenience, safety and access are extremely important during this time. We have implemented several processes to promote ease of banking with Piedmont Federal. Please call your [local branch](#) or 336-770-1000 to learn more.

All branches are open for drive-thru service with lobby service by appointment only.

The Coronavirus Aid and Economic Security Act (CARES) was signed into law on Friday, March 27, 2020 and provides relief for individuals and businesses. Provisions include expanded unemployment insurance, money allocated for the paycheck protection program, which helps small businesses make payroll and cover other expenses, as well as taxpayer recovery rebates. [Click here for more information on CARES.](#)

Please be advised that the federal income tax filing deadline for 2019 has been extended to July 15, 2020. This only applies to filing returns and paying federal taxes. The deadline for Traditional, Roth, CESA and HSA contributions for 2019 has also been extended to July 15, 2020.

Piedmont Federal remains open even during a shelter-in-place or stay home order.

As a bank, Piedmont Federal is considered a critical industry and remains open to serve customers. Thank you for your patience as wait times at our drive-thrus have increased due to greater volume and several teammates being assigned to other locations to assist customers.

Piedmont Federal has a plan and is ready.

Similar to other businesses in our community, we may experience situations that could cause various degrees of disruption to normal business. Piedmont Federal is a federally-insured financial institution, with a comprehensive Business Continuity Plan to ensure we are able to maintain operations, even during a crisis. We are carefully monitoring the evolving situation, with our team ready to respond as conditions change. Piedmont Federal is financially strong, well-capitalized and has the ability to withstand adverse economic circumstances.

[Frequently Asked Questions for PFSB Customers Impacted by Coronavirus \(PDF\)](#)

We remain open during normal business hours at this time and have resumed limited lobby hours.

Piedmont Federal continues to follow all [Centers for Disease Control and Prevention \(CDC\) guidelines](#) to keep our workplace safe and sanitary. If it becomes necessary to change our hours of operation,

Piedmont Federal will notify customers using email, website updates, and door signage in all of our locations. Please visit our [branches page](#) on the website as this information will be frequently updated.

Branch lobbies are now open on a limited schedule.

All Piedmont Federal Branch lobbies are open with limited hours and special precautions for in-person service. Lobbies are currently open from 9:00am-1:00pm, and 3:00pm-5:00pm, Monday-Friday. 9:00am-10:00am is reserved for serving seniors and at-risk customers. All customers receiving lobby service will be required to wear a mask and have identification available upon entry. Drive thru service will be open during regular business hours. We encourage you to continue using the drive thru, night drop, online and mobile banking as the primary avenues for your banking needs. For access to your safe deposit box, please schedule an appointment in the branch. Please call your [local branch](#) or 336-770-1000 for information on lobby service, or to schedule an appointment and visit [piedmontfederal.bank](#) often for updates.

Stay vigilant and informed

For more information on COVID-19, visit the [Centers for Disease Control and Prevention \(CDC\) website](#).

Be aware of potential scams attempting to exploit the uncertainty around COVID-19. Visit the [FTC website](#) to learn more.

Visit this page often for updates, changes, or any service interruptions. Please also follow us on Facebook, Instagram and LinkedIn for updates. Most importantly, if you have questions or concerns, please contact your [local branch](#) or call us at 336-770-1000. Thank you for banking with Piedmont Federal. We appreciate the opportunity to serve you.