

Coronavirus (COVID-19) Update

Last updated: September 23, 2021

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.

In consideration of the health and safety of our customers and teammates, all Piedmont Federal branch lobbies are open by appointment only. We will be happy to assist you in the drive-thru, which will open at 8:30am for your added convenience. Additional services include Night Drop, Online and Mobile Banking.

Customers who make an appointment for lobby service will be required to wear a mask at all times, answer COVID screening questions and have identification available upon entry. Drive thru service will be open Monday-Thursday from 8:30am-5:00pm, Friday: 8:30am-6:00pm). Please use the drive thru, night drop, online and mobile banking as the primary avenues for your banking needs. The Downtown branch will accept appointments for in-person service beginning at 8:30am, Monday – Friday. 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.

The Coronavirus Aid and Economic Security Act (CARES)

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 2020 has been extended to May 17, 2021. This only applies to filing returns and paying federal taxes. The deadline for Traditional, Roth, CESA and HSA contributions for 2020 has also been extended to May 17, 2021.

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.

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.

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.