



### **Will Savings Bank of Danbury remain open?**

All drive-thru windows will remain open and will operate on their normal schedule. In order to protect our customers and employees, and help reduce the potential spread of COVID-19 (coronavirus), we will temporarily close all our Savings Bank of Danbury branch lobbies, effective March 18.

We will provide uninterrupted banking services for you through a variety of means. Our Online Banking, Mobile Banking, and Telephone Banking services are available to you 24 hours a day, 7 days a week. Also, our ATMs are available for most banking functions.

If things change, we will have updates available on our website <http://www.SBDanbury.com> and our social media platforms (Facebook & LinkedIn).

### **What if I need to make a deposit to my bank account?**

Following are ways that you can make a deposit to your account.

- Savings Bank of Danbury ATMs with deposit capabilities will accept deposits 24 hours a day, 7 days a week.
- Branches with drive-through windows will accept deposits during normal business hours.
- Branches with night drop / deposit box will accept deposits 24 hours a day, 7 days a week.
- SBD Mobile Banking app allows you to use the remote deposit feature to deposit checks by taking a photo with the camera on your mobile device or tablet.

### **What if I need access to my safe deposit box?**

Please contact your branch to schedule an appointment to access your safe deposit box. A list of branches and their telephone numbers can be found on our website – [www.sbdanbury.com](http://www.sbdanbury.com).

### **How can I make my Loan Payment?**

If you need to make a loan payment, you can stop by a branch with a drive-up location, drop it in our night depositories or make a payment within online banking. You can also set up automatic recurring payments, email [loanservicing@sbdanbury.com](mailto:loanservicing@sbdanbury.com) or call (203) 830-4490.

### **Will my banking be interrupted during this time?**

Our goal is to provide uninterrupted banking services to all customers. We are encouraging our customers to use our suite on online banking tools which enables you to do all your banking at home. Our Online Banking, Mobile Banking, and Telephone Banking services (877) 723-2228 are available 24 hours a day 7 days a week.

### **How do I sign up for Online Banking?**

If you wish to sign up for online banking - go to our website at [sbdanbury.com](http://sbdanbury.com) and click on the Login/Register button on the home page and follow the instructions. If you need to speak with someone for assistance or additional information, you can always give us a call at (833) 770-5862.



**How do I sign up for Mobile Banking?**

If you wish to sign up for online banking, you can download the app from your mobile device, or you can call (833) 770-5862 for assistance.

**What has the Bank done to protect me from the virus?**

We continue to disinfect our physical spaces including all customer spaces and ATM machines and our team members are practicing safe, healthy hygiene. Our team has been instructed to refrain from shaking hands at this time. We have a supply of hand sanitizer for both you and our staff to help us maintain good hygiene.

**Is my money safe?**

Yes, your money is safe, as one of the most financially capitalized institutions in the region, the bank will continue to provide our customers with the best service possible during this difficult time. During our 170 plus years we have weathered many storms and have prospered.

**Does the Bank offer mortgage forbearance if I am having temporary financial hardship due to the virus? Who do I call?**

Our customers are important to us and we welcome the opportunity to discuss your situation with you.

For more information on how we can assist you, please visit our “Customer Assistance” page by visiting <https://www.sbdanbury.com/customer-assistance-for-covid-19>. You can also email us at [SBDLoanAssistance@sbdanbury.com](mailto:SBDLoanAssistance@sbdanbury.com) or call (888)-743-0008 for more information.

**I have a small business; how can I get financial help during this time?**

Our customers are important to us and we welcome the opportunity to discuss your situation with you.

For more information on how we can assist you, please visit our “Customer Assistance” page by visiting <https://www.sbdanbury.com/customer-assistance-for-covid-19>. You can also email us at [SBDLoanAssistance@sbdanbury.com](mailto:SBDLoanAssistance@sbdanbury.com) or call (888)-743-0008 for more information.

If you have an SBA loan, the SBA also provides low-interest disaster loans to help businesses recover from declared disasters. You can apply for assistance by going to their website at <https://www.sba.gov/funding-programs/disaster-assistance>

**PLEASE MONITOR OUR WEBSITE AT [SBDANBURY.COM](https://www.sbdanbury.com) FOR UPDATED  
INFORMATION AND ADDITIONAL FREQUENTLY ASKED QUESTIONS**