



Andrew Johnson Bank

Dear Valued Customer and Friend,

To ensure that Andrew Johnson Bank is doing our part to flatten the Coronavirus (COVID-19) curve, we have recently gone to appointment only in our lobbies, while our drive-thrus remain open on a regular schedule. At Andrew Johnson Bank, we understand that not all banking business can be done digitally or through our drive-thrus, and welcome in-person appointments.

What does this mean for you? When making an appointment for our lobbies, we recommend contacting your banker directly, or calling (423) 783-1000 to reach an operator who will assist you with contacting the branch of your preference to schedule an appointment.

Upon entering the building for your appointment, here are the precautions that we are putting in place for the safety of our communities:

- To reduce risks to both our customers and our staff, we request that only the customer(s) seeking assistance enter the bank lobby whenever possible.
- While we are here to accommodate our customers, if you have a temperature or feel ill, please do not enter the building. Additionally, if you have been exposed to someone who has had a temperature or feels ill, we also request that you do not enter. In these cases, please let us know your need, and we will work creatively to help arrive at a solution to help or address your concern.
- Before entry, we kindly request that our customers complete our Visitor Questionnaire.
- Hand sanitizer and / or gloves should be applied before entry.

At Andrew Johnson Bank, we commit to doing the following to prepare and sanitize for our guests' appointments:

- We are scheduling one appointment at a time. If there is a need to wait, we prefer you wait in your car until we ask you to come inside.
- To ensure a sanitized environment, customer areas are cleaned before and after each appointment.
- A new pen will be provided to each guest for use at the bank, and is yours to keep.

Our customers can feel confident that Andrew Johnson Bank is taking every measure to mitigate risk of transmission of the virus by keeping our lobbies and guests' areas as sanitized as possible. The safety and health of our employees, customers and communities are of extreme importance to us. While the COVID-19 virus brings unexpected challenges, we stand united as we work together to overcome those challenges. We value you as a customer and friend and are here to help.