



Frequently Asked Questions ~ COVID-19

Is X Branch open?

We may need to temporarily close a branch. For updated branch information, please click on Contact Us\Locations & Hours on our homepage.

Where do I go if my branch is closed?

For the latest updates and a list of all of our branches and their hours click on Contact Us\Locations & Hours on our homepage.

How is Skyline National Bank Preparing?

- Our teams are monitoring information from the Center for Disease Control (CDC), and federal, state and local agencies to ensure we are taking appropriate measures to keep our customers and employees safe.
- Contingency plans are in place to minimize any disruptions to service as a result of COVID-19.
- Hand sanitizer is available for use in all of our branch locations.
- Our employees and cleaning crews are taking extra precaution by cleaning commonly touched surfaces such as drive-thru canisters, counter tops, door handles, phones, pens, etc. with disinfectants.
- We have established an employee guide for coronavirus to aid and quarantine any employees that are exposed to or have experienced any symptoms of the virus.

Do I have to wear a mask while at a branch?

Yes. Given strict mask mandates in our operating areas, everyone is required to wear a face covering or mask at Skyline National Bank branches. We also may ask you to temporarily remove your mask for identity verification for protection of your account.

Are extra cleaning measures being taken?

The health and wellbeing of both our customers and employees is our top priority. Our employees are cleaning and sanitizing commonly touched surfaces such as door handles, counter tops, pens, drive-thru canisters, etc., throughout the day to ensure we continue to provide a safe and clean environment. Additionally, we have increased signage to build awareness about general health and flu prevention guidelines.

When is an employee who tested positive for COVID-19 allowed to return to work?

Before returning to work, the employee who tested positive must either meet the CDC guidance for symptom-based strategy (at least 10 days since symptoms appeared and all symptoms have improved) or retest for COVID-19 with negative results and be cleared to return to work by a healthcare provider.

Can I ask which employee tested positive for COVID-19?

No. Per ADA privacy rules, Skyline National Bank cannot disclose the identity of an employee whether it's a potential, suspected, or confirmed case of COVID-19. However, anyone, including customers, who



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has been in close contact with an employee (prolonged contact of 15 minutes or more, and within 6 feet) that has tested positive for COVID-19, will be notified by the bank. We encourage you to contact your healthcare provider if you have any particular health-related concerns for yourself or family members.

I saw that the branch was deep cleaned – how long did the bank know about the positive test result before disclosing the information?

Because the health and safety of our employees and our customers is of greatest importance to us, we arrange for professional deep cleaning as soon as we become aware of a potential COVID-19 situation. Depending on how quickly the cleaning can be performed, the cleaning can happen before we are notified about a positive COVID-19 test result.

I was informed that I came into contact with someone who tested positive for COVID-19, what do I do?

If you have been in contact with someone who has tested positive for COVID-19, the CDC has provided guidance to be alert for symptoms such as fever, cough, shortness of breath, or other symptoms of COVID-19 and to take your temperature. You are encouraged to contact your healthcare provider if you have any particular health-related concerns for yourself or family members. For more information, please visit the CDC's website.

What if I am unable to make my loan payment?

Skyline National Bank will work with customers on an individual basis and we encourage customers to contact us at 866-773-2811 or contact your loan officer if you are in need of assistance.