



While we are in unprecedented times, our customers can rest assured that their money will remain safe and accessible even in the midst of the Coronavirus (COVID-19) outbreak in this country.

As a measure of precaution to help slow the spread of the Coronavirus (COVID-19), as of April 1, 2020, 1st Bank Yuma has decided to limit face-to-face customer transactions by closing the lobby of all branches and requiring appointments for certain transactions.

The Drive-Thru for all branches will remain open during regular business hours. Regardless of these precautionary measures, 1st Bank Yuma is committed to providing you the best service by offering numerous ways for you to safely and conveniently conduct your transactions with minimal interruptions.

Drive-Thru

Customers can use the Drive-Thru to withdraw cash, make cash and check deposits, make transfers, make loan payments and advances. Drive-Thru tubes and speaker boxes are sanitized regularly.

Transaction Limitations:

- Cash withdrawals are limited to \$3,000.00
- Coin totaling over \$10.00 will not be accepted or given at the Drive-Thru
- 1 form of ID may be required
- Facemasks must be removed briefly to allow for proper identification
- No wire transfers, notary services, savings bond redemption or cashier's check purchasing

Night Drop

The Night Drop is a secure method of conducting transactions overnight. Just pull the handle back, drop in your envelope, and close the lid to finish. Your envelope will drop into a secure vault where two employees will secure those transactions and post the transactions on the next business day. Make sure you seal your envelope or bag and include a deposit slip or clear instructions of the transaction request.

Transaction Limitations:

- No withdrawals, cash back, or transfers
- Transactions will be posted the next business day, unless it is dropped off before 8:30 AM. Refer to our funds availability policy
- No wire transfer requests

ATM

Our ATM's will be replenished regularly and will be available 24/7. All of our ATM's accept deposits without an envelope.

For your convenience, you will have access to money-saving MoneyPass[®] ATMs everywhere, making it easy for you to avoid surcharge fees. Visit www.moneypass.com or download the MoneyPass[®] app for Android or iPhone.



Cards

Your Debit Cards will work as usual. Use your card at stores, at ATM's or for online purchases. If you are having issues with your card, please use the phone numbers below to contact a service representative who will assist you.

Lost/Stolen: 1-800-383-8000

Fraud: 1-866-508-2693

Or Call us at 1-866-384-3226

Online Banking

Online Banking is available free for all Customers. Through the Online Banking site, you can transfer funds, pay bills, and view your transactions – all from home! If you haven't signed up, it's easy. Just complete the application to gain access by following the steps below.

1. Go to www.1stbankyuma.com
2. Click on Account Login
3. Click Personal First Time Users
4. Follow the prompts to complete the application

Mobile Banking

You may also enroll into Online Banking using our Mobile App. Through Mobile Banking, you can transfer funds, pay bills, view your transactions and deposit checks via the mobile deposit option within the App. Click the links below to download our App from your App Store and start conducting your banking needs from home!

[Google Play Store](#) or [Apple App Store](#)

1. Click the link above to open the correct App Store for your phone
2. Click on Install or Download
3. Open the App once it downloads
4. Follow the prompts to finalize

Business Online Banking Services

For existing users, all services will work as usual. We may be able to enroll new Business Customers into new services with proper validation and signed enrollment forms. For any issues, please contact your local branch for assistance.

Wire Transfers

Customers with Phone/Fax agreements on file will be able to continue to call or fax in their wire transfer requests. Wire transfer requests will not be accepted through the Drive-Thru. Please use the Phone and Fax Number provided for all Wire Transfer Requests. Please contact your local branch for assistance.

Bank by Mail

You may still mail in your payments and deposits to any of our [branch locations](#). We will process your transactions the same day we receive it. Transaction limitations include no wire transfer and no cash requests.

Safe Deposit Boxes

At this time, safe deposit boxes will only be accessible by appointment. Please call your branch to schedule an appointment to access your Safe Deposit Box.



Contact Us

We can still be reached on the phone or by email. We've added a new way to securely message us through Online Banking or simply by calling any of our locations. All voicemails and messages will be returned as quickly as possible.

Go to our [Contact Us page](#) on our website to find our email contact information.

[Click Here](#) for a list of phone numbers and our Branches, Drive-Thru, ATM and Night Drop Locations.

We thank you for your patience and cooperation at this time.

Regards,

A handwritten signature in black ink that reads "Wayne Gale". The signature is written in a cursive style with a large, stylized 'W' and 'G'.

Wayne Gale
EVP & COO

