



We remain open to help you.

We are proud to have been serving our communities for 113 years. We will continue our focus on client service by being responsive to your needs through these latest circumstances related to COVID-19. Here is some information to let you know we will remain open to help you.

We would like to highlight a few helpful tools that our clients can use to help make your banking experience safer and easier:

- Online banking and Mobile banking are fast, convenient ways to manage accounts, pay bills, deposit checks, all from the safety of your home to limit person-to-person contact.
- Utilizing our convenient drive-up and night depository services, to bank in person without the need to come into the bank while limiting person-to-person contact.

We would also ask that our clients delay person-to-person contact for items that are not urgent and to take along with them any writing utensils that are used at the bank.

The health and safety of our clients, employees, and community is a top priority during this flu season and amid concerns about COVID-19. Cleveland State Bank is proactively monitoring the COVID-19 Virus. We are continuing to take steps to ensure we continue to provide banking services safely and effectively, with our clients as a top priority. We would encourage you to use caution and follow the recommendations of the Center for Disease Control & Prevention ([CDC](#)) pertaining to the Virus as they unfold.

Cleveland State Bank has a business continuity plan to incorporate proper responsiveness to this situation. This includes, but is not limited to, the following:

- Continually sanitizing and enhanced cleaning.
- Technical infrastructure and capacity to support a work from home for many roles and to ensure our products and services are fully available to our clients.
- Experienced personnel to operate our offices with minimal staff.
- Our management team enhancing risk monitoring and management along with regularly scheduled meetings to review the latest information concerning COVID-19.

We will be continually monitoring the situation. If there is a need to modify our plan, we would direct you to our website at www.clevelandstate.bank for the latest information.

If you have any questions about how we can be of service to you during this time, please do not hesitate to contact us at (920) 693-8256 or via email at csb@clevelandstate.bank