



ATHOL SAVINGS BANK

April 8, 2020

Dear Customer:

ASB continues to do its part to prevent the spread of the COVID—19 virus. Thank you for your patience and for working with us through these challenging times.

We continue to service you through our drive-up facilities Monday – Friday 10:00 am-3:00 pm and Saturdays 9:00 am-12:00 pm. All digital services such as online banking, bill pay, mobile deposit and our ATMs remain online and available to you 24 hours a day.

### ***Loan Assistance:***

We understand that you may be experiencing financial challenges at this time. If you are a current mortgage or equity customer please reach out to us at [relief@atholsb.com](mailto:relief@atholsb.com) or call us at **(888) 830-3200** to learn what solutions we can help provide. There is also a link on the [www.atholsb.com](http://www.atholsb.com) website. If you have an equity line of credit with an available balance, don't forget that this is here and available for you to advance should you experience a financial shortfall.

### ***Debit card fraud:***

Our call center that handles debit card fraud is reporting unusually long wait times. If you require assistance with a PIN reset or to dispute a debit card transaction please continue to try to contact the number, **(833) 809-9873**, or reach out to us at **(888) 830-3200** for assistance.

### ***Mobile Deposit:***

Do you need a higher limit to deposit a check through our mobile deposit? Call us at **(888) 830-3200** and we'll be happy to help.

### ***Beware of Scams***

Just a reminder to beware of people calling asking for private banking information Stimulus checks being sent is a perfect opportunity for someone to call you claiming to be from the government trying to get your banking information. Steer clear from these types of crimes....just hang up.

### ***Thank You***

We appreciate our health care workers and other essential workers throughout our communities. During these turbulent times we wish them well and say "Thank You" for their hard work and commitment.

We will continue to keep you updated as this situation changes.



NMLS# 044142

Athol Savings Bank  
1-888-830-3200