

DRAFT FOR CONSIDERATION

SCRIPT FOR CSRs

CUSTOMER – I'd like to close my account(s) and receive the funds in cash.

CSR – That is certainly your right. May I ask if you are making this decision because you are not happy with our bank, or if there is some other concern you have?

CUSTOMER – I'm worried about banks during all this coronavirus thing.

CSR – I understand your concern about the virus. It certainly has everyone concerned. But, can I give you a few thoughts to consider about why it might be better to keep your money safe in the bank?

CUSTOMER – Why?

CSR – First and most important, your money is insured by the FDIC while it is in the bank. Second, your money is safe in the bank. You may want to think through how you will protect that cash if it is in your home. Third, this bank and all banks are financially sound. You may have heard recently that the federal banking system has lowered the interest rates for banks to get money to zero percent. We have access to any capital we might need during this emergency. Finally, even during this emergency, you will have 24/7 access to your bank accounts via our ATMs and electronic banking. And, if you have a special need, you can always arrange to make a personal visit to the bank to talk to someone in person.

CUSTOMER – I understand all these things. I still want to close my account.

CSR – Certainly. We will miss you as a customer. We have enjoyed our relationship with you over these years. I will need to send you to our manager to fill out all the paperwork required to close your account(s).

MANAGER – I am sorry to learn you will be leaving us as a customer. I'm happy to walk you through the paperwork to close out your account(s). I know (NAME OF CSR) talked to you about the advantages of keeping your money in the bank. Did you have any questions about what (he/she) told you?

CUSTOMER – No. No questions.

MANAGER – OK. One thing I might suggest while we are filling out this paperwork is that you arrange to have someone come to the bank to help escort you home. You will be traveling with quite a bit of cash, and I'm sure you'll want to be as safe as possible during that trip home.

I would also advise you to be very careful who you share this decision with.

Also, when you get home, if you change your mind about the safety of your money, know that we would be pleased to have you come back as a customer. You might find that having us take care of your money, with all our safety and security, as well as the FDIC insurance, is more comforting than trying to protect it in your home.