



## Press Release

---

**For Immediate Release:**  
3/18/2020

### **Tompkins Bank of Castile Branches Transition to Drive-Up and Appointment Only as of March 19**

BATAVIA, NY– In support of NY State’s efforts to slow the spread of the coronavirus, Tompkins Bank of Castile will transition to serving customers by drive-up or appointment only on March 19. To make an appointment, customers may call their preferred branch or the Tompkins Bank of Castile Care Center at 1-877-243-8030.

Mobile and Online banking remain available 24/7 for many banking needs, including depositing checks, paying bills, and more. Other service options include:

- Full service 24 hour ATMs
- Night drop depositories (available at most branches)

Customers should be aware that the Gainesville Branch will be closing, and the Amherst branch will be by appointment only. Customers who normally bank at the Gainesville Branch are encouraged to schedule appointments at the Warsaw and Castile offices.

“We are committed to implementing every measure possible to take great care of our employees and our customers, while providing uninterrupted access to your funds,” said John McKenna, President and CEO of Tompkins Bank of Castile. “We understand the challenges that we all will be facing in the coming weeks, but we want to assure all of our customers that your Tompkins family is here for you. Through the power of our community, our employees, and our customers – we can get through this together.”

The company continues to monitor the coronavirus situation closely, and is following the guidance of relevant authorities, including the Centers for Disease Control and Prevention, the World Health Organization and various state and local government entities. As such, all functions that can be accomplished outside of a physical branch or office location have been moved to a remote environment.

For the most current information on the actions Tompkins Bank of Castile is taking, please visit their website: <https://www.bankofcastile.com/coronavirus-readiness>

Tompkins Insurance Agencies customers are encouraged to call TIA's Customer Care Center at 1-888-261-2688.

Tompkins Financial Advisors clients are encouraged to contact their advisor directly, or call 1-800-275-4003.

### **About Tompkins Bank of Castile**

Tompkins Bank of Castile is a community bank with 16 offices in the five-county western New York region. Services include complete lines of consumer deposit accounts and loans, business accounts and loans, and leasing. In addition, insurance is offered through an affiliate company, Tompkins Insurance Agencies, Wealth management, trust and investment services are provided through Tompkins Financial Advisors. Further information about the bank is available on its website, [www.bankofcastile.com](http://www.bankofcastile.com).