

HIGHLIGHTS & HAPPENINGS



Member FDIC Equal Housing Lender

May 2020

WHAT TO EXPECT THE NEXT TIME YOU VISIT OUR BRANCH OFFICES

Over the past few months, we have all dealt with the many challenges associated with the current pandemic. We have stayed at home, worked from home, home-schooled our children and faced daily anxiety and uncertainty as we adjusted to our "new normal".

Despite these challenges, The Milford Bank has been committed to servicing your financial needs. We understand that you still need access to banking services. The Milford Bank has continued to serve customers through our drive-up windows, ATMs, and via online and mobile banking. While our lobbies have remained closed, our Call Center has been very busy assisting customers in setting up remote access to their accounts, answering questions and providing services that require a personal touch. We have been able to assist our customers with opening accounts, taking loan applications, filing Paycheck Protection Program applications and other non-



transactional services. Through it all, our overriding concern has been for the safety of our customers and employees.

Governor Lamont has declared that the State of Connecticut is ready to move into the first phase to reopen our economy. The Milford Bank is prepared to do so as well, in a manner that is consistent with social distancing guidelines and other medical guidance. Effective Tuesday, May 26th, we will welcome customers back into our lobbies by appointment only. Please call ahead to identify

yourself and the transaction you wish to complete so that we can prepare for your arrival and expedite your transactions. We will be limiting the number of customers allowed in the branches at any one time so calling ahead allows us to schedule you accordingly.

When you return, you're likely to see some changes. There will be some physical distancing measures in place. We will require the mandatory use of face masks and you will see floor markings to help maintain reasonable spacing while you wait for assistance. There will also be protective barriers between you and our tellers and our specialists may be asked to keep slightly more distance between themselves and customers at their desks. We also will likely avoid the traditional handshake greeting.

In the meantime, we encourage you to continue to use our other channels, as we have these past several weeks. We look forward to serving you in the safest way possible.

DO YOUR KIDS KNOW ABOUT MONEY?

Centsible Kids is a free mobile app from The Milford Bank that teaches children good saving and spending habits, encourages giving to others, and provides math skills practice. Kids pick up on the latest trends in a heartbeat. Smart financial skills are learned and practiced. That's why The Milford Bank is providing this fun educational app at no charge to our community.

Centsible Kids is safe to use and tracks money virtually (the app does not connect to accounts at The Milford Bank). Centsible Kids is available for Apple devices from the App Store, and Android devices through Google Play. Download today to help the kids in your life #knowmoney!



SHRED & RECYCLE DAYS



**THE MILFORD BANK
POST ROAD WEST OFFICE
295 BOSTON POST RD, MILFORD, CT
203.783.5700 • MILFORDBANK.COM**

**SATURDAY
OCTOBER 10TH 2020**

9 AM - 1 PM

OR UNTIL TRUCK FILLS UP

NOTE: We've cancelled the May 9th Spring Shred and Electronics Recycling Event due to social distancing guidelines, but have extended the October 10th event hours from 9 AM - 1 PM and added a second truck.

*LIMIT 3 boxes of paper per household or business. First come, first served.
Max weight: As much as you can lift.
Max size: Medium moving box (18" x 18"). You are responsible for unloading.
\$5 Shredding Fee for non-customers.
All fees will be donated to a local non-profit organization.

**FREE ELECTRONICS RECYCLING
FREE DOCUMENT SHREDDING
FOR CUSTOMERS***

HAPPY ANNIVERSARY!

We congratulate these **MILFORD BANK TEAM MEMBERS** on their anniversaries and thank them for their continued stellar work!



Jody Byron **19 YEARS**
Paul Portnoy **15 YEARS**
Jo-Ann Sabas **10 YEARS**
Nicole Carrasco **9 YEARS**

Peter DeLeo **9 YEARS**
Sarah Edwards **2 YEARS**
Karen Sherwood **2 YEARS**
Daniel Cohn **1 YEAR**



CONGRATULATIONS PAM REISS



*ON BEING
PROMOTED TO
VICE
PRESIDENT*

Pam joined the Bank in 2004 and currently serves as the Manager of our Devon Office.

MILFORD MOVES 5K CANCELLED

This year's Milford Moves 5K Run & Walk that was scheduled for Sunday, June 21, 2020, has been cancelled, due to social distancing guidelines. Keep an eye out for details about our 2021 event. *We hope to see you there!*



WE MISS

OFFERING ALL OF OUR CUSTOMERS FACE-TO FACE SERVICE IN OUR LOBBIES

**BUT WE ARE
STILL HERE
FOR YOU.**

**USE DRIVE-THRU
SERVICE AT ANY OFFICE**

CONTACT US AT 203.783.5700
OR CUSTOMERSERVICE@
MILFORDBANK.COM