



## Press Release

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**For Immediate Release:**

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

ITHACA— In support of NY State’s efforts to slow the spread of the coronavirus, Tompkins Trust Company 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 Customer Care Center at 1-888-273-3210.

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)

“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 and other important banking services,” said Greg Hartz, President and CEO of Tompkins Trust Company. “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 the Trust Company is taking, please visit their website:

<https://www.tompkinstrust.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.

Founded in 1836, Tompkins Trust Company has 13 locations in Tompkins County, Cortland, Auburn and Syracuse. Bank services include complete lines of consumer deposit accounts and loans, business accounts and loans, as well as trust and investment services and leasing. Insurance services are offered through Tompkins Insurance Agencies, and wealth management services are offered through Tompkins Financial Advisors. Further information about the bank is available at [www.tompkinstrust.com](http://www.tompkinstrust.com).