Liberty Bank stays committed to keeping customers informed

By BRIAN JOHNSON

Liberty Bank helps keep customers informed and protected during the COVID-19 epidemic.

Those who visit liberty-bank.com/COVID-19 will find information about branch access and hours, stimulus payments, the Paycheck Protection Program and financial hardship relief for businesses and individuals.

“The health and safety of our customers, employees and communities remains our top priority,” the website reads. “We’re committed to keeping you informed of how we’re responding and how you can continue to bank with us. Liberty Bank is here for you now, just like we’ve been here for the past 195 years and counting.”

The bank has also posted information to warn customers about recent online scams and phishing, which the website says are on the rise due to the coronavirus.

“It’s common for scammers to take advantage of emergency situations and vulnerabilities,” the website reads. “Therefore, the Federal Trade Commission (FTC) offers valuable some tips on how you can avoid being a victim of these scams.”

The site then provides the following link for more information: consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines

The following additional precautions have been taken to protect bank customers:

- Beginning March 30, branches will operate between the hours of 9 a.m. and 4 p.m. Monday through Friday and 9 a.m. and 12 p.m. Saturdays (for those typically open Saturdays).
- All Liberty branches will operate via drive-up windows and in-lobby appointments until further notice. Those who would like to schedule an appointment to meet with branch staff are asked to call their local branch.
- As part of Liberty Bank’s Business Continuity and Disaster Recovery efforts, they have implemented their Pandemic Plan to guide the organization.
- Liberty Bank has activated an internal incident response team that meets daily.
- Liberty continues to track outbreak reports and relies on guidance from key federal and state agencies.
- Liberty Bank is limiting employee business travel and postponing large employee gatherings at the Bank.
- Liberty Bank's facilities team has enhanced its already extensive cleaning procedures, making ample supplies of hand sanitizers available in all Liberty Bank offices and branches as well as the daily cleaning of hard surfaces, door knobs and ATMs.
- Liberty Bank has asked branch employees to monitor their areas to make sure hand sanitizer is available at all times and to clean ATMs, counters and check writers with disinfecting wipes throughout the day.
- For the safety of their co-workers and customers, employees at Liberty Bank have been instructed to absolutely not come to work if they are sick and to avoid physical contact.

Liberty Bank has also provided the following as a list of helpful phone numbers:

- Customer Service Center: 888-570-0773
- Liberty Line Telephone Banking: 800-622-6732
- Consumer Loan Servicing: 800-932-5776
- Business Loan Servicing: 888-570-0773
- Business Cash Management: 860-704-2411
- Banking: 800-622-6732
- Consumer Loan Servicing: 800-932-5776
- Business Loan Servicing: 888-570-0773
- Business Cash Management: 860-704-2411

Brian M. Johnson can be reached at 860-973-1806 or bjohnson@bristolpress.com.

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