CORONAVIRUS SIGNAGE MESSAGING FOR BANKS

The Iowa Bankers Association is providing COVID-19 sample verbiage for banks to customize and create signage and audio messages for their locations. Before using the below verbiage, please seek the advice of experienced bank counsel and ensure it follows current federal, state and local health and government guidelines.

If you need printing assistance, the IBA offers low-cost printing services with fast turnaround times. To talk through sizing, paper and lamination options for your signs, reach out to Todd Palmer at 515-286-4363 or IBAPrinting@iowabankers.com.

GENERAL

• Social distancing is important. Please observe a 6-foot distance from others at all times. Thank you for helping to maintain the health and safety of everyone in our bank.

• A note to our customer about the coronavirus
  □ Here are the steps we’re taking for you:
    ▪ [Bullet steps your bank is taking to keep customers/employees safe]
  □ Thank you for your understanding.

ENTRANCE DOORS

• Not feeling well? [stop sign graphic] If you have symptoms now or in the last 24 hours, including cough or fever, we can’t allow you to bank with us today.
  □ Please take these steps to avoid spreading germs
    ▪ Wash your hands frequently for 20 seconds with soap and water
    ▪ Don’t touch your eyes, nose and mouth
    ▪ Cover your mouth when coughing or sneezing
    ▪ Avoid close contact with people who are sick
    ▪ Clean and disinfect objects you use or touch frequently
    ▪ Stay home while you’re sick
  □ Thank you for your understanding.

• Stop. For anyone not feeling well, please do not enter the bank.

• This entrance is currently closed. Please use the other entrance. We apologize for any inconvenience.

• We strongly encourage bank customers to wear a face covering and stay 6 feet apart. Covering your face helps prevent the spread of COVID-19. We appreciate your cooperation.

• Effective [date], all bank staff and customers must wear face masks or coverings to help prevent the spread of COVID-19. Customers without face coverings will not be permitted inside the bank. We appreciate your cooperation.

• Starting [date], we will limit the number of bank customers allowed in our lobby at a time based on our square footage. Our bank lobby’s new capacity is [number]. This does not include staff.
HOURS

• Vulnerable Banking Hours
  □ We’re reserving the first hour in our lobby every [day(s)] for our most vulnerable bank customers, including those over 65 years old, pregnant women or those defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk.
  □ We’re asking all customers who do not identify in one of these categories to refrain from banking during that hour, as a courtesy to others.

• Our bank lobby hours have temporarily changed
  □ As of [date] our hours for this bank location are: [List days/hours open]

WAITING IN LINE

• Stop. Please wait here until called forward. Thank you for practicing social distancing.

FLOOR DECALS

• Please help everyone by keeping a distance of 6 feet. [shoe prints graphic] Thank you for practicing social distancing.
• Thank you for practicing social distancing. [shoe prints graphic]

AUDIO MESSAGES

• Thank you for banking with us today. Our first priority is the health of you, your family and our staff. So we’d like to remind you to please keep a distance of six feet from those around you while you’re in the bank. We appreciate your understanding.