

# Temporary Regent Bank Lobby Changes & Important Information

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## Drive Thru's to remain open normal hours

We want to ensure that we provide a safe and healthy environment for our staff and clients, and we have taken the suggestions from local & federal agencies seriously. This is why, **effective March 19th**, we have made the difficult decision to temporarily close our bank lobbies to appointment only.

We encourage our clients to utilize our mobile and remote products and **our drive-thru locations will remain open during normal hours.**

**Oklahoma City Clients:** Because our OKC location has no drive thru, we will be limiting exposure by conducting in-person appointments only for customers and a limited amount of customers will be permitted into the lobby by appointment at a time. As you can imagine, this may cause delays in business.

**To schedule an appointment or contact our customer support center, please call (877) 488-4790.** Customers wanting to schedule an appointment will need to complete a screening questionnaire.

We appreciate your patience during this challenging time and we want you to please contact us with any special needs you might have and we will certainly try to accommodate what we can while keeping everyone safe.