

Important Information Regarding COVID-19 (Coronavirus)

The CDC and health authorities are recommending a number of practices to help safeguard against contracting the COVID-19 coronavirus. The best way to prevent the spread of the virus is to keep your distance from those who are infected (ie: Social Distancing). To ensure the well-being and safety of our employees and customers, we have made the proactive decision to close our bank lobbies at 4:00 p.m. on Mar. 17, 2020. The bank lobbies will remain closed for one week at which time we will re-evaluate the situation and communicate accordingly. It is important that we take this step to do our part to reduce the exposure to our staff and customers.

We are not reducing hours or services; we will continue to provide banking, investment and insurance services through our drive-ups, online banking and mobile app. Access to our lobby will be available under prearranged circumstances, but that access will be brief and limited. Customers may make arrangements to access their safe deposit box and briefly meet with a banker or insurance agent by appointment only after successfully responding to a brief medical questionnaire.

Many of us will face challenges in the days and weeks ahead, whether related to our own health, the health of a family member, or care for our children. We are committed to providing our staff with a safe and secure working environment.

What You Can Do

We encourage you to use Pioneer Bank's Online Bank and Mobile Banking App for your banking convenience without having to travel to the bank to make deposits, payments or transfers.

If you are not currently enrolled in Online Banking simply go to our website at pioneerbanks.com and click on the Enroll link under Secure Online Banking.

Download our Mobile Banking App



With either Online Banking or the Mobile Banking app you will be able to:

- ✓ View account balances and history
- ✓ Transfer funds
- ✓ Pay bill
- ✓ Make a mobile deposit

If you have any questions regarding the use or installing one of our mobile banking services, simply call us at (712) 943-5511 or (800) 332-2396 Monday – Friday from 8:00 – 5:00 p.m. CST.

Use your Pioneer Bank debit card rather than cash. The World Health Organization is encouraging the use of digital payment options because the COVID-19 virus can survive on hard surfaces like coins for days.

Follow the CDC's recommended daily preventative actions to help limit the spread of respiratory diseases.

If you have any questions about your accounts or need assistance contact is at (712) 943-5511 or (800) 332-2396. We are here for you and will continue to deliver the ***Personal*** service you expect and deserve.