



COVID-19 OPERATIONAL UPDATES

OUR LATEST OPERATIONAL UPDATES as of March 25, 2020

We will provide additional updates as information changes.

If you need immediate assistance contact us at
info@cityfirstbank.com or branchrequests@cityfirstbank.com

BRANCH

- City First Bank branch hours will remain the same as of now but hours are subject to change by the day. Please call us at (202) 243.7100 or check our website for updates.
- Essential employees of the bank are working on-site; all other employees are working remote.

ADDED HEALTH SAFETY PROTOCOLS

- We will limit branch capacity to 4 customers at a time.
- We will have floor areas marked directing where you should stand for social distancing while waiting in line.
- Pens, chairs, and counters will be sanitized after each customer use.
- Tellers will wear gloves.

REMOTE BANKING UPDATES

- Online/electronic/telephonic bank transactions are encouraged through our website or download our app.
- We can adjust ATM and Online Banking limit. ATM customers should call us at 888.351.3280 (24 hour Customer Care Center) or email us at ib@cityfirstbank.com
- Customers can use any Citibank ATM nationwide with no additional fees. City First debit card holders are never charged an ATM fee for use at Citibank.

CITY FIRST BANK IS A DESIGNATED ESSENTIAL BUSINESS UNTIL FURTHER NOTICE.

CLOSURE OF NON-ESSENTIAL BUSINESSES

The District of Columbia closed all non-essential businesses beginning on March 25 at 10:00 p.m. through April 24.

WHAT CAN STAY OPEN*

- ✓ Automotive repair and automotive supply stores
- ✓ Banks and credit unions
- ✓ Bicycle sales and bicycle repair shops
- ✓ Childcare facilities
- ✓ Grocery stores, supermarkets, licensed farmers markets, liquor stores, convenience stores, and food retailers
- ✓ Hospitals, clinics, dentists, pharmacies
- ✓ Veterinarians and animal care services

WHAT MUST CLOSE*

- ✗ Door to door solicitations
- ✗ Gyms, health clubs, spas, and massage parlors
- ✗ Hair salons, barbers, tanning salons, tattoo parlors, and nail salons
- ✗ Retail clothing stores
- ✗ Theaters, auditoriums and nightclubs
- ✗ Tour guides and tour services
- ✗ Restaurants, cafes, coffee/tea shops, bars, and other food service locations except those offering delivery, grab-and-go and carryout

*For the full list of all non-essential businesses, visit coronavirus.dc.gov.

[CORONAVIRUS.DC.GOV](https://coronavirus.dc.gov)



DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

For more information on the District Government's response to coronavirus (COVID-19), visit coronavirus.dc.gov.