

Oriental Takes Measures To Maintain The Safety Of Their Employees And Customers

June 11, 2021 - St. Thomas, USVI - As part of Oriental's COVID-19 security and safety protocols, and following CDC and USVI Department of Health guidelines, the Altona Branch in St. Thomas (Branch) will be closed until further notice. As a preventive measure, employees at the Branch will be tested and a thorough cleaning and disinfection of the Branch will be conducted to ensure employee and customer protection.

While our Branch remains closed, you can use your Oriental debit card at other ATM's to make withdrawals from your account. Oriental will reimburse the transaction fee charged for such withdrawals in your account. This reimbursement applies to clients who hold their deposit accounts at the Branch and will be reflected on your monthly statement.

Also, customers can continue making transactions and accessing their accounts through the following channels¹:

- **Online Banking**– Verify balances and transactions, make payments, and transfer funds online 24/7 account to account and people to people.
- **Mobile Banking**- In addition to all the Online Banking functionalities, mobile Banking customers can deposit checks using their smartphone cameras².
- **Voice Automated System** – Our voice automated service operates 24 hours a day, 7 days a week. Customers can check balances, make payments, transfer funds between accounts, and verify the status of their transactions and paid checks. To use it, call our toll-free number 1.800.981.5554 and select option 4, then 2 for English or 1.866.622.688.
- **Contact Center**- We have service agents available for you from 7:00 AM to 7:00 PM from Monday to Friday and Saturdays from 8:00 AM to 5:00 PM.
- **Mortgage Service Center** – For service and payments call our toll-free number 1.855.767.8585 from 7:00 AM to 7:00 PM from Monday to Friday and Saturdays from 8:00 AM to 5:00 PM.
- **Commercial Customer Service Center** – Customers can continue to contact their relationship officer, if they need assistance for POS or Cash Management call 1.340.693.9741.
- **Make Loan Payments Online** – Customers can make their payments through My Payments for personal loans, car loans and leases, even if they do not have a deposit account with us. Customers can access through orientalbank.com/en/access-your-accounts/my-payments/ or through the Mobile Banking on the menu in the main page.
- **ATMs** - Customers can check balances and make withdrawals and transfer funds between accounts at the following locations:
 - o Havensight Shopping Mall
 - o Nisky Shopping Center
 - o American Yacht Harbor
 - o Tutu Park Mall
 - o Merchants Bank
 - o Waterfront (Kronprindsens Gade)

“Our priority is to guarantee the health and safety of our employees and clients; that is why we decided to close the Branch until employees are tested and the Branch areas are disinfected.

¹ Certain terms, conditions and restrictions may apply. Oriental Bank is Member FDIC.

² Subject to the Funds Availability Policy.

We have notified the Virgin Islands Banking Board about the COVID-19 exposure and have been advised by the Division of Banking, Insurance and Financial Regulation of steps to take to ensure employee and customer protections, as well as to ensure the continuous availability of cash and other banking services to our customers. We invite customers to conduct their transactions using our Online and Mobile Banking”, said Attallah Bertrand, Manager USVI Region.