



Your Well-Being is Our Priority

At CapTex Bank, the health and well-being of our customers, employees, and communities is our top priority. We continue to closely monitor the situation surrounding the Coronavirus (COVID-19). We want to assure you that we are committed to being responsive to the needs of our customers and employees as this situation evolves. We have an emergency preparedness plan that will enable us to continue meeting your financial needs. Our management team is meeting daily to implement various provisions of the plan as they are warranted.

For the safety of our employees and customers, some locations will temporarily provide only drive thru and ATM service and some may temporarily close, altogether. Please [click here](#) to view the most current banking center location updates.

We encourage you to utilize CapTex Bank's digital tools for 24/7 access to your accounts. With our online banking and mobile banking products you can view transactions, check balances, pay bills and deposit checks. If you are not currently enrolled in our online banking, please click [here](#) to enroll now.

Protect yourself from scammers and potential risk

In times like these, a natural reaction may be to withdraw your cash and secure it somewhere in fear that you won't be able to access your money. We cannot emphasize enough how dangerous it is to withdraw large amounts of cash to store in your home or elsewhere. The safest way for you to protect yourself and your money is to leave it securely deposited at your bank, where your funds are federally insured.

Scam artists take advantage of times like these to gain access to bank accounts. Protect yourself by being aware of suspicious emails and text messages. Keep your eyes open for medical supply scams, fraudulent donation sites, or anything else that seems suspicious. If it seems like it could be fraud, it probably is, so listen to your gut and don't provide your personal identification (usernames, passwords, Social Security number, etc.) unless you are 100% certain you are dealing with a legitimate organization—one with whom you have made the initial contact. Do not click on links or download attachments from unknown email senders, and do not make purchases or donations on any unknown sites.

We have yet to see the full scope of the Coronavirus (COVID-19) impact and the health and safety of our members and employees is our top priority. We will keep you informed of any changes to our operations as they occur. We encourage you to stay informed through our social media platform or our website.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov) or World Health Organization at [who.int](https://www.who.int).

All of us at CapTex Bank hope you and your family are spared any serious impact of COVID-19. We are here to help you during this time.

