



BankFirst

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COVID-19 update as of 3/20/2020

We Are Here for our Community

At Bank First, we strongly feel that as an essential place of business, we have a social responsibility and obligation to serve the financial needs of our customers and community. Community banks provide critical infrastructure to the financial services industry as a whole in the United States, and we are here to ensure customers have access to money to purchase groceries, medications, and other necessities as well as ensure our local businesses continue operating.

We continue to balance our obligation to serve the financial needs of our customers while caring for the health and safety of our employees, their families, and the people in the communities we serve.

As a valued customer of Bank First, we would like to update you on actions we are taking in response to the COVID-19 virus. To help limit the potential spread of the virus, and to maintain the social distancing recommendations the CDC has in place, our lobbies will be switching to an appointment only operation beginning on Tuesday, March 24, 2020. All drive-thru lanes, with the exception of our Mequon office, will remain open and fully functional. You may call your local office if you need to schedule an appointment to discuss any essential banking matters during regular business hours.

Bank with us 24/7

- Online Banking and goBank Mobile Banking are fast and convenient ways for you to manage your accounts how you want, when you want. With online and mobile banking, you are able to transfer funds, make payments, view account history, and pay bills from the comfort and safety of your home.
- Deposit paper checks anytime using your smart phone and the goBank mobile app.
- Telebank (1-800-676-7535) is open 24/7 and allows you access to your bank accounts with any touch-tone phone. You can check balances, transfer funds, verify when checks have cleared, pay loans from a savings or checking account, review recent deposits or withdrawals, and more! Your PIN is the last 4-digits of your social security number.

Convenient Tools

- To reduce the spread of germs, we recommend utilizing Digital Wallet to make payments in store. Digital Wallet is a simple and safe way to pay with your mobile device. Simply “tap to pay” at participating retailers. Additionally, we recommend avoiding the use of cash, which can be a carrier of germs.
- If you must make a payment to a friend or family member, consider using a peer-to-peer payment service. Bank First offers PopMoney to all our customers for peer-to-peer payments.

Customer Assistance

We understand these times are especially challenging. We are here for you and are committed to helping our customers through this. If you are in need of assistance, please contact your local Bank First office to discuss how we can help.

Beware of Scams

It is important to be extra cautious during this time to help protect yourself from opportunists and scam artists. The [Consumer Financial Protection Bureau](#) provides helpful information on how to safeguard yourself.

Stay informed

For the latest information about Coronavirus, please visit the [CDC’s resource center](#). Also, please continue to visit our website page (bankfirstwi.bank/covid-19) as the situation unfolds. We will continue to provide updates as it pertains to our operations or services.

Remember, we are here for you and we are all in this together.

Sincerely,
Mike Molepske
CEO
Bank First
(920) 652-3202

