

Protecting Public Health: Regions Bank Temporarily Limits In-Person Branch Services to Drive-Through & Scheduled Appointments amid Coronavirus Concerns

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Temporary change designed to help protect customers and associates.

BIRMINGHAM, Ala.--(BUSINESS WIRE)-- [Regions Bank](#) on Wednesday announced that, effective March 19, in-person branch-banking services will be temporarily limited to either drive-through service during regular hours or in-office service by appointment only.

The changes are part of the bank's comprehensive actions to help reduce the spread of the novel coronavirus/COVID-19.

"Our teams are committed to delivering financial services, advice and guidance for the people and businesses of our communities. This change will help us do so in a way that helps minimize risks related to coronavirus while also maintaining the ability of our local bankers to meet the critical financial needs of our customers," said Scott Peters, head of Consumer Banking for Regions.

While drive-through services are available during regular hours at facilities equipped with drive-up windows, appointments for services in branch office areas should be scheduled by customers in advance. Customers can use the [Make an Appointment](#) feature on [Regions.com](#) to schedule standard Consumer Banking services. Additionally, appointments can be scheduled through online and mobile banking channels as well as by calling the branch directly to set up a time for service. Branch contact information is available through the [Locations tab](#) on [Regions.com](#). Appointments should be limited to individual consumers or business clients rather than large groups.

As always, Regions customers are encouraged to take advantage of the bank's [online and mobile banking options](#) as well. Further, Regions has a network of 2,000 ATMs, many of which provide Video Banking service as well as check cashing and deposit services.

Regions will continue to monitor developments related to coronavirus as part of the bank's ongoing business continuity process. Regular branch services will be reinstated when appropriate.

Regions' top priority is the safety and well-being of its customers and associates. The bank has taken a number of proactive steps as this situation evolves. Those steps include enhanced facility cleaning services and clear guidance to associates regarding measures designed to limit exposure.

Additionally, Regions maintains a customer assistance program to help meet various emergency needs. Regions encourages any customers experiencing financial hardship due to coronavirus to contact the bank to discuss their unique circumstances.

The Regions Mortgage Payment Assistance team can be reached at 1-800-748-9498. Also, a mortgage assistance application is available [at this link on Regions.com](#). Customers can call 1-866-298-1113 to discuss assistance related to other Regions services including credit cards, personal loans, home equity loans and business loans.

About Regions Financial Corporation

Regions Financial Corporation (NYSE:RF), with \$126 billion in assets, is a member of the S&P 500 Index and is one of the nation's largest full-service providers of consumer and commercial banking, wealth management, and mortgage products and services. Regions serves customers across the South, Midwest and Texas, and through its subsidiary, Regions Bank, operates approximately 1,400 banking offices and 2,000 ATMs. Regions Bank is an Equal Housing Lender and Member FDIC. Additional information about Regions and its full line of products and services can be found at [www.regions.com](#).

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