



ETMA's response to COVID-19

For the safety of our employees and members, we will gradually open our lobby in the coming days.

Beginning Monday, May 18th, we will be accepting appointments to open accounts and process loans between 9-3 on M-F. We are still able to take care of these processes electronically and through the drive-thru during all business hours. Please call us at 865-268-2997 to schedule an appointment. If you have any symptoms such as fever, cough, or shortness of breath or have been around anyone with these symptoms, we ask that you please use the drive-thru, telephone, website, or mobile app to complete your transactions. The health of our staff is extremely important to be able to continue serving our ETMA family.

We will be closed on Monday, May 25th in observance of Memorial Day.

We will open our lobby beginning Tuesday, May 26th from 9-3. The Drive-Thru will be open from 9-5. Please review the guidelines that will be in place for reopening.

1. Appointments will still need to be scheduled for opening accounts and loan processing in the building. This can always be taken care of electronically, over the telephone or in the drive-thru.
2. If you have any symptoms such as fever, cough, or shortness of breath or have been around anyone with these symptoms, we ask that you please use the drive-thru, telephone, website, or mobile app to complete your transactions.
3. Please use hand sanitizer in the vestibule before entering.
4. There will only be 4 members allowed in the lobby at one time. Due to limitations, we ask that only the member completing a transaction come inside.
5. Please abide by the social distancing signs on the floor.
6. There are germ guards at the teller line and appointment area. Offices without germ guards will not be open to members.
7. The signing pens will be disinfected after each use.
8. Surfaces will be disinfected often and at the close of each day.
9. If members are waiting to be served, please exit when your transaction is complete.

We appreciate your following these guidelines to help keep us all healthy, and we look forward to serving you.