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Banco Popular Eliminates ATM Charges And Announces Preventative Measures Aimed at Safeguarding Customers, Employees From Coronavirus

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Staff Consortium **March 19, 2020**

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To continue supporting and ensuring the safety of its customers, employees and community in the Virgin Islands, Banco Popular said Thursday that it has implemented preventative measures to protect everyone's health and ensure the continuity of services.

Branches and Service Centers will limit entry to a maximum of 10 clients at a time, the bank said. The financial institution said it has intensified cleaning efforts at all facilities, and each is supplied with hand sanitizer for customers and staff. All branches and service centers are open and will provide client services daily:

- USVI - Monday through Friday, 8:00 a.m. to 4:00 p.m.
- Tortola – Monday through Friday, 9:00 a.m. to 4:00 p.m.
- Virgin Gorda – Monday, Wednesday and Friday, 9:00 a.m. to 4:00 p.m.

The following branches will offer only Drive-Thru and Walk-up Teller Service on Saturdays, from 9:00 a.m. to 1:00 p.m.:

- St. Croix- Orange Grove and Sunny Isles
- St. Thomas- Main Office and Ft. Mylner
- Tortola

No lobby service will be provided on Saturdays. Any changes in operations will be notified through the news media and social networks.

Additionally, in order to facilitate and promote the use of alternative methods to the branch visits, Popular implemented the following changes:

- Eliminated charges for the use of ATMs for non-Popular customers.
- Increased in the limit amount from \$5,000 to \$10,000 on deposits at Mobile Easy Deposit and ATMs. Other limits apply to commercial deposits.
- Eliminated charges incurred by Popular clients that use ATMs of other entities.
- Increased the monetary amount of transactions that can be made through the Drive-thru Teller to a maximum of \$10,000.
- Eliminated the transaction limit at the Drive-thru Teller.

Similarly, the institution reminds its commercial clients that they can count on the digital banking tools available to maintain the operational continuity of their businesses, without having to visit branches, such as:

- Mi Banco Business
- Web Cash ManagerSM
- Remote Deposit (only available in USVI)
- Mobile Easy Deposit (only available in USVI)
- Night Deposit

Additionally, Popular has an available credit line of up to \$50,000 with 0% interest and \$0 payments for the first three months to support existing commercial clients in the recovery of their business, provided they comply with the required credit approval processes.

Popular emphasized that those who are financially affected and need guidance on their mortgage loans, personal loans, auto loans, or credit cards should call 1-833-221-2203. Business customers can call the Business Banking Center at 1-855-756-3939 or contact their relationship officer.

Meanwhile, TeleBanco service will remain available 24 hours, 7 days a week at 1-888-724-3659. The institution urged its clients to use the Drive-thru and digital services to facilitate their transactions without needing to visit a branch. For more information, visit: <https://www.popular.vi/>

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