

# Coronavirus (COVID-19): Branch Closure Update

At Flushing Bank, we are monitoring the reports on the Coronavirus (COVID-19) closely. The safety of our customers, employees, and communities is paramount during these challenging times. To maintain the safety of all concerned, Flushing Bank will be performing enhanced cleaning and disinfecting at all of our locations. Additionally, we will be temporarily closing branches as a precautionary measure to help minimize exposure and maximize social distancing. Effective March 25, 2020 the following branches will be temporarily closed until further notice:

Closed Branches	Nearest Branch	Phone
225 Park Avenue South New York, NY 10003	99 Park Avenue New York, NY 10016	646.923.9533
183 Canal Street New York, NY 10013	99 Park Avenue New York, NY 10016	646.923.9533
4616 13th Avenue Brooklyn, NY 11219	1402 Avenue J Brooklyn, NY 11230	718.951.6105
217 Havemeyer Street Brooklyn, NY 11211	186 Montague Street Brooklyn, NY 11201	718.855.3555
260E RXR Plaza Uniondale, NY 11556	268 North Broadway Hicksville, NY 11801	516.209.3611
1122 Franklin Avenue Garden City, NY 11530	661 Hillside Avenue New Hyde Park, NY 11040	516.488.6400

In addition to the above temporary closures, our open branches have modified hours of Monday through Friday, 10:00 a.m. to 3:00 p.m. as well as their regular weekend hours. Please be sure to check the branch locations page on the Flushing Bank website (<https://www.flushingbank.com/about-us/branch-locations/>) for up-to-date available locations and hours. Prior to visiting any of the open branches, please call ahead to confirm their availability.

## FAQs

### Q. What is Flushing Bank doing to help prevent the spread of COVID-19?

A. We at Flushing Bank take the prevention of spreading COVID-19 seriously. As such, we are following the health and hygiene guidelines as set forth by the World Health Organization and the U.S. Centers for Disease Control and Prevention. Additionally, we are advising Flushing Bank employees to do the same. We have also enacted controls to help minimize exposure and maximize social distancing.

### Q. Is it safe to visit a Flushing Bank branch?

A. The safety and well-being of our customers and employees is our priority. To help prevent the spread of COVID-19 we are deep cleaning our branches and regularly sanitizing our ATM screens, keypads and other high-usage areas. We have also made cleaning supplies and other disinfectants available at our branches.

### Q. Will Flushing Bank be closing branches?

A. We are following the health and hygiene guidelines as set forth by the World Health Organization and the U.S. Centers for Disease Control and Prevention, however, we are temporarily close branches as a precautionary measure to help minimize exposure and maximize social distancing.

### Q. If a Flushing Bank branch is temporarily closed, how can I take care of my banking needs?

A. We are encouraging our customers to utilize our digital banking platforms as follows:

- Flushing Bank Online Banking — It only takes a couple of minutes to sign up for Flushing Bank's free Online Banking service. If you're not already registered, visit [www.FlushingBank.com](http://www.FlushingBank.com) to sign up. After you sign up, you will be able to check your balance, pay bills, and make transfers from the convenience and security of your home.
- Flushing Bank Mobile Banking — Fast, secure and free, you can bank at home or on the go with the Flushing Bank Mobile Banking app for your smartphone (Android and iOS). Download the app that works with your device and get all the same tools and functionality as Flushing Bank Online Banking. Plus, you can use your smartphone to deposit checks with Flushing Bank's Mobile Check Deposit. Flushing Bank Mobile Banking and Mobile Check Deposit are available to all registered Flushing Bank online banking users.

If you do need to visit a branch, Flushing Bank ATMs are available 24 hours a day. With our ATMs, you can also chat live with a Flushing Bank Video Banker from 7 a.m. to 11 p.m. daily.

### Q. Will COVID-19 affect customer service available through the Flushing Bank Solutions Center?

A. At this time, we are not experiencing any disruptions to customer service available through the Flushing Bank Solutions Center. Please visit [www.FlushingBank.com](http://www.FlushingBank.com) for up-to-date information and developments. If you have any questions, you can call the Flushing Bank Solutions Center at **800.581.2889** (855.540.2274 TTY/TDD) Monday through Sunday 7 a.m. to 11 p.m. ET.

### Q. Where can I learn more about COVID-19?

A. For information about COVID-19 you can visit the U.S Centers for Disease Control and Prevention at [www.CDC.gov](http://www.CDC.gov) and the **World Health Organization** at [www.WHO.int](http://www.WHO.int).

### Q. Is there anything else I should be aware of?

A. Yes, beware of scams. Skilled fraudsters and identity thieves are constantly creating new scams, especially in times of uncertainty like we are experiencing now. Their main objective is to convince you to share personal financial information, account and social security numbers, user IDs, and passwords. Be alert and cautious of suspicious email and text messages. Do not respond, click on links, or open attachments from unsolicited emails. To learn more about identity theft and how to deter, detect, and defend against it, visit [www.FlushingBank.com](http://www.FlushingBank.com) or go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

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Large enough to help you.®

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