



April 30, 2020

The Honorable Eric J. Holcomb  
Governor of Indiana  
206 State House  
Indianapolis, IN 46204-2797

Dear Governor Holcomb:

The Indiana Bankers Association appreciates this opportunity to provide you with feedback as you address the reopening of Indiana's economy. Because ours is a hybrid industry that encompasses both retail and business elements, we hope to provide clarity on how banking may continue to operate as an essential service in a safe and prudent manner.

Currently Indiana banks are operating with lobbies temporarily closed to foot traffic, but retain drive-through operations and lobby access by appointment. Additionally, banks continue to offer alternative delivery such as online banking, ATMs and telephone banking.

As you consider plans for reopening Indiana, we respectfully submit the following recommendations:

1. Allow banks to establish protocols, appropriate for each institution, that allow identification of customers wearing face masks for security purposes. Permit banks to request alternative delivery channels for customers unable or unwilling to remove masks for identification.
2. Encourage the use of face masks for customer-facing bank employees when interacting with customers inside offices/branches.
3. Encourage remote work when possible, and return workers in increments as needed.
4. Screen bank employees working in offices/branches daily.
5. Make provisions for social distancing customers and employees at office/branch locations.
6. Encourage the scheduling of lobby visits by appointment.
7. Minimize lobby congestion by limiting facility occupancy to 50% capacity.
8. Continue to promote the use of alternative delivery for banking transactions.

The Indiana banking community is eager to continue to provide financial services to Hoosiers. As an industry that includes both business components and retail features, it is our hope that your office will address the industry's unique needs, particularly regarding the security issues surrounding the use of face coverings. Thank you again for this opportunity, and please do not hesitate to contact me if I can be of service.

Best regards,

Amber R. Van Til  
President and CEO

8425 Woodfield Crossing Blvd.  
Suite 155E  
Indianapolis, IN 46240-7321  
phone 317-387-9380  
indiana.bank