

Options for Banking with Us

All Pinnacle banking offices are operating through the drive thru only. Limited lobby visits will be accommodated for specific needs by appointment on a case-by-case basis. Before you visit a Pinnacle office, either for the drive thru or an appointment, please review the guidance below.

Can your need be handled from home or work?

Whether online or on a mobile device, much of your banking business can be done remotely, which is particularly important during this time of social distancing.

- For information on meeting your personal banking needs online like deposits, transfers, bill payments and more, visit [PNFP.com/OLB](https://www.pnfp.com/OLB).
- For information on meeting your business banking needs online like deposits, payments, wires, ACH and more, visit [PNFP.com/BusinessOLB](https://www.pnfp.com/BusinessOLB).

Drive Thru Services

Nearly all of your banking needs can be handled through a drive thru window. Some transactions that you normally would visit the lobby to complete will be done in the drive thru during this time. When you arrive, look for signage directing you where to go.

Because we are asking all clients to use the drive thru, some wait times may be longer than normal. We appreciate your patience and partnership, and please know our associates are doing everything they can to help you conduct your essential business.

Lobby Appointments

We recognize that some services can only be performed in person. Whenever possible, we will seek alternative methods for these needs or reschedule them if possible. Urgent in-person needs include:

- Loan closings
- Account openings (some of these can be handled online or by phone)
- Notary services
- Safe deposit box access
- Mutually agreed upon meetings with your financial advisor

If you need to make an in-person appointment, call your office or advisor to talk it through and make arrangements. You can find the phone number at [PNFP.com/Locations](https://www.pnfp.com/Locations).

Before Your Lobby Appointment

As always, our No. 1 priority during the pandemic is the health and safety of our clients and associates. For that reason, we respectfully ask for your careful consideration and cooperation when you plan to visit an office lobby.

- Have you recently traveled out of the country?
- Have you been exposed to a confirmed case of COVID-19?
- Are you showing any cold or flu symptoms? Do you have a fever?
- Are you or are you caring for a person in a high-risk group (those over 60, immune-compromised)?
- Please wash your hands or use hand sanitizer immediately before and after your visit. We will also have bathrooms and hand sanitizer in the office for you to use.