



Dear Valued Customer,

Given the impact of COVID-19, also known as the Coronavirus, we have elected to temporarily close our Banking Center Lobbies beginning on Monday, March 23, 2020. However, the bank is still open for business. Please visit us through the drive-in or book an appointment at your local banking center.

Drive-in Hours:

Monday – Friday: 8:00am - 4:30pm

Saturday: 8:30am - 12:00pm

Banking Center Phone Numbers:

Addison: 972.701.2866

Dallas: 972.716.7338

Frisco: 972.701.2812

Las Colinas: 972.716.7165

Plano: 972.716.7191

Other Ways To Bank With Us:

Customers may access all of their eligible accounts within our secure online banking system at www.ndbt.com.

Eligible account holders can deposit checks, pay bills, and transfer funds, among other features, utilizing our mobile app.*

24 hour night depository services are available at all locations.

You may speak with a local banker by calling 972.716.7100 during regular business hours.

After-hours debit card and online banking support is still available by calling our main line at 972.716.7100.

Debit card holders can conduct various transactions, including deposits at our ATMs in Addison, Dallas, Las Colinas and Frisco. Additionally, customers may utilize the Allpoint Network, which provides access to over 55,000 surcharge-free ATMs. A locator service tool** is available: [Click Here](#).

***Some restrictions apply.**

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Member FDIC

Dear Valued Customer,

Just a few weeks ago hardly anyone had heard of the virus that is now making its way into our nation. Without a doubt, this is a difficult time for our country as we collectively walk through the many adjustments that are being required of us each day. Although the effects of these adjustments range from inconvenient to highly concerning, we believe that the spirit, ingenuity and resolve of the American people will once again carry the day and lead us through this latest challenge.

At North Dallas Bank, we share your concern for the health and safety of our customers, employees and our fellow citizens and have taken a number of steps within the bank to ensure that every contact and engagement we have with others is as safe, effective and efficient as it can possibly be given current circumstances.

Our commitment to serve you and your financial services needs remains our top priority and accordingly, we wanted to share a few of the practices and procedures we have developed in response to the Coronavirus crisis.

To help prevent the spread of viruses, we have increased the precautions beyond those that we use each year during flu season. Employees are encouraged to wash their hands often, and as always, employees who are feeling ill will be required to stay home. We have also increased our focus on disinfecting surfaces including ATMs, teller line areas, elevator touchpads, door handles and other high-touch areas.

We also understand that there may be instances where customers find themselves facing financial difficulties. North Dallas Bank is here to help and we encourage customers who may be impacted to reach out to discuss how we might be of assistance.

Throughout our 59-year history we have seen many difficult times and through them all, North Dallas Bank has continued to be a safe and sound place to do business. Staying in touch with customers is a big part of that, so feel free to call us anytime.

Thank you for your continued trust. We are honored to be your choice for financial services and will be here for you, day in, day out as we all work through this challenge together. Our officers are available to visit with you, should you have additional questions.

W. Michael Shipman

CEO and Chairman of the Board