

When You Need Us

The personal relationships we build with our clients extend beyond banking – we are neighbors, friends, and community partners. As we prepare to face another storm, we want you to know you can count on us for anything you may need. We've taken proactive measures to ensure our operations have minimal disruption. We are ready for Hurricane Dorian.

Our team is prepared to face the tough weather ahead and assist you with any request.

Please remember:

- If you have any special needs or requests, please reach out to your Relationship Manager before or after the storm.
- Our ATMs and branches have been stocked with cash in case you need it.
- You may also withdraw money at any Presto ATM free of charge. The Presto ATMs are located at any Publix Supermarket.
- As an added convenience during this time, CNB will waive any fees we charge for using a non-CNB ATMs through at least Wednesday, September 4.
- Our branches will stay open as long as it is safe to do so.

- Our North Miami and Bird Road Banking Centers will open regular hours on Saturday, August 31 from 9 a.m. to 1 p.m.
- To find a Banking Center location near you, please visit www.citynational.com.
- For the latest updates, please call our Client Information Hotline at 1-855-684-8284.
- Online Banking, Mobile Banking, ePartner and our digital platforms continue to be available during the storm.

Please be prepared:

- If you need to leave your residence, do not forget to take your insurance cards or policies — medical, auto, homeowners and renters.
- Keep your credit and CNB debit cards with you, as well as some cash.
- Make sure your online banking username and password are up to date.
- Take a moment to add our social media profiles. As the storm develops, we will also communicate updates via Facebook, Twitter and LinkedIn.

Key contact numbers:

- City National Bank Main Line: 1-800-435-8839
- CityTel 24-hour telephone banking and debit or ATM card support: 1-800-762-2489
- Online Banking and Bill Payment support: 305-349-5490 or 1-866-CNB-EPAY (262-3729) or support@citynational.com
- Treasury Management Support: 305-349-5465 or TMSupport@citynational.com

The safety and wellbeing of our clients and employees is our top priority. Now is the time to prepare and ensure your family and dwelling are safe and secure.

Please stay safe, and take good care of your loved ones and neighbors.

Sincerely,

James Campanella
Chief Operations Officer
City National Bank

Member FDIC
Equal Housing Lender