



Updates from United Bank of El Paso del Norte (UBEP) about the COVID-19 (Coronavirus) situation.

Update 03/31/2020 - As a continued safety precaution for our customers, employees and community we will continue to restrict public access to our lobbies, except by appointment. Our drive thru's will remain open during normal business hours. United Bank is committed to helping our customers meet all of their financial needs and are here to help with any questions or concerns you may have.

On March 27, 2020, Congress approved, and the President signed, the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to provide financial assistance to individuals and businesses affected by the virus. United Bank is an authorized Small Business Administration (SBA) Lender and will be able to help provide existing customers with help accessing the programs created by the CARES Act. Please click on this link [UBEP Cares Act Information](#) for information about loans and other relief information. For additional information please see the U.S. Chamber of Commerce Guide and Checklist [U.S. Chamber of Commerce Emergency Loan Guide](#) or visit the SBA website at www.sba.gov.

Update 03/27/2020 – United Bank will reopen the Zaragoza Branch located at 1726 N. Zaragoza Rd. beginning Monday March 30, 2020. United Bank will continue to operate all branches with our lobbies closed to the public, except by appointment. All drive thru services will remain open during the regular business hours of 8:00 a.m. until 6:00 p.m., Monday through Friday.

United Bank will continue to monitor the COVID-19 situation and will make any adjustments necessary to continue to serve our customers and our community. Our employees are available to help with any questions you might have and are prepared to help guide you through any financial difficulties this situation may cause. United Bank offers many deposit and loan products to help our customers with any financial needs they may have. United Bank is FDIC Insured to help protect your money held with our institution. Please contact us for any questions at our main phone number 915-231-2500 or contact us through our website at www.unitedelpaso.com.

Update 03/24/2020 – United Bank will be closing the Zaragoza Branch located at 1726 N. Zaragoza Rd. effective March 25, 2020. Due to the COVID-19 situation and staff availability, the Zaragoza Branch will remain closed through March 29th, 2020. During this time United Bank will evaluate the situation and determine if the Zaragoza Branch will remain closed for a longer period of time.

United Bank's three other branches are located at:

- 9601 Gateway West, East El Paso (6 miles away from Zaragoza Branch)
- 125 Mesa Hills Drive, West El Paso
- 401 E. Main, Downtown El Paso

These branches will continue to operate with their lobbies closed to the public, except by appointment. The drive thru's lanes will continue to operate during the regular business hours of 8:00 a.m. until 6:00 p.m., Monday through Friday.

During the COVID-19 situation some of our staff will be working from home and they will continue to be available to help with any banking needs. Please contact your account manager or call our main desk at 915-231-2500.

Update 03/20/2020 – United Bank is continuing to closely monitor the COVID-19 situation. As a safety precaution for our customers, employees and community we will continue to restrict public access to our lobbies without an appointment. Our drive thru's will remain open 8:00 a.m. until 6:00 p.m. and all services provided to our customers will still be available. UBEP offers online banking solutions at www.unitedelpaso.com and on android and apple devices.

Just search for United Bank of El Paso in the app store and find:



Please reach out for any assistance to 915-231-2500.

Update 03/17/2020 – Effective March 18, 2020 at 1:00 p.m. MST, UBEP will restrict public access to all of our lobbies. UBEP will continue to operate our drive thru's at all branches and will maintain regular business hours of 8:00 a.m. until 6:00 p.m. Monday through Friday.

03/16/2020 – UBEP is making the health and safety of our customers, employees and our community a top priority and will be taking steps to help limit any possible exposure and spread of this virus.

UBEP will continue to monitor and follow the guidance coming from the local and regional health agencies as well as the Centers for Disease Control (CDC). If you would like additional information about the COVID-19 virus please visit the CDC website at www.cdc.gov. If you click on the CDC link, you will leave the UBEP website and be redirected to the CDC's website.

Listed below are some of the key steps that UBEP has implemented to help ensure we can continue to provide our services to our community.

- Instructed employees to stay home if they are sick or experiencing any symptoms.
- Increased frequency of cleaning frequently touched surfaces.
- Updated contingency plans to ensure the availability of our services.
- Having remote working capabilities and other business continuity plans to allow our employees to continue to serve the needs of our customers.

In order to ensure that our customers and employees health remain a top priority we will be limiting outside in-person meetings, travel and all attendance to conferences and large group meetings. We understand that our presence in the community is important and will continue to monitor the situation and adjust the restrictions accordingly. Our employees will continue to actively serve our customers through electronic and phone communications until further notice.

Electronic Banking – UBEP has multiple products available to meet our customer's banking needs;

- Retail Mobile Banking/Business Mobile Banking (for Apple and Android Devices)
- Online E-Banking for Business and Retail customers
- Telephone Banking

Spam/Fraud – Please be aware that you may receive fraudulent calls, emails or other communication in an attempt to access your accounts during this time. United Bank of El Paso will never request your username, password or other electronic banking credentials by phone or through email. If you receive a suspicious call, text or email, please contact your account officer or United Bank directly to report any incidents.

As we monitor the situation we will continue to update our response accordingly. If you should have any questions please reach out to United Bank of El Paso del Norte at 915-231-2500.

We thank all of you for being valued customers and we are proud to be your bank of choice.

Monty Rogers, CEO