

FINANCIAL SERVICES

This includes banks, credit unions and financial planners.

AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customers and cash handling.

EMPLOYEE + CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.



- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.



- Additional hand sanitizing stations should be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



- Point of sale equipment should be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows should be at least 6 feet apart.
- Pens should be sanitized after use.

MORE FINANCIAL SERVICES RESOURCES

[Illinois Bankers Association](#)
[Credit Union National Association](#)
[Financial Planning Association](#)