

Santa Barbara Bank & Trust Update - 2/25/2009

"For Immediate Release"

#### CHANGE IN CUSTOMER SERVICE HOURS

As the busy part of tax season is over and call volume has subsided, our live customer support hours will change slightly for the remainder of the tax season effective MONDAY MARCH 2, 2009. The new hours are:

- 7:00 a.m. to 5:00 p.m. (PST) Monday through Friday
- 7:00 a.m. to 12:00 noon (PST) Saturday

Please note that our Automated Support options are always available 24 hours a day, 7 days a week for the duration of the tax season and the rest of the year. You can call (800) 455-7228 for check verification, approval status of RAL requests and to check on IRS funding. Or, log on to our Client Information Support Center (CISC) at [www.sbbtral.com](http://www.sbbtral.com) for complete taxpayer information and Tax Professional reports. With either option, information is available with direct "real time" access to our system providing answers to your most frequent inquiries.

Team SBBT