

April 3, 2020

To Our Customers:

The COVID-19 Coronavirus was an unexpected shock to all of us. During difficult times like these, communication with our customers becomes even more important. We are fortunate thus far to have been able to continue to operate in this environment and are happy to be in a position to continue to support our customers. To do so, we are doing the following:

1. Following state and national government mandates to keep our office open and our staff safe;
2. Engaging with all critical vendors to assure continuation and accuracy of all accounts; and
3. Monitoring the needs of our customers

We are experiencing no known issues with our ability to meet any requirements that our customers may have. We are highly liquid, well capitalized and we have the same experienced staff that you have come to know and depend on over the years. Additionally, based on current information, we do not anticipate any interruption in our continuity of service for the foreseeable future. Our office is fully operational and business continues as usual.

The one concession we have made is the elimination of lobby hours. Like other financial institutions and many other businesses, our customer interactions are limited to the drive-up window and by telephone, although we are available by appointment if your business requires an in-person visit.

As you are aware, the situation on the spread of the COVID-19 Coronavirus is very fluid, and we are keeping our organization in a proactive posture until the situation stabilizes. Although we cannot guarantee disruptions will not occur, we can assure you that if there is a change in our ability to meet every need of our customers, we will promptly contact the affected customers. Additionally, we will work with the affected customers to try to mitigate any adverse effects of the COVID-19 Coronavirus.

As always, your deposits are insured by the FDIC and are backed by the full faith and credit of the United States.

We are aware that the restrictions placed by local, state and federal governments may impact the income and ability to pay for some of our borrowers. If you are unable to make your loan payments in full and on time, please contact us as soon as possible so we may take steps to find a solution.

We deeply appreciate your business and your consideration in this matter. Together, we can work through this and emerge stronger than ever.

Sincerely,

David Hale, President