

# COVID-19 UPDATE

## From First State Bank

In light of the recent and rapidly changing news regarding the Coronavirus (COVID-19), we want to be transparent regarding our plans to ensure the safety and well-being of our customers and employees. Ensuring the safety and well-being of our customers and employees along with providing uninterrupted access to your money are our top priorities.

### WHAT WE ARE DOING

First State Bank is doing everything we can in order to keep our branches and lobbies as germ free as possible such as cleaning on a more frequent basis and restricting those who are ill from entering our lobbies. There is hand sanitizer throughout our lobbies and offices. Employees have been instructed to wash their hands on a more frequent basis and all employees that feel ill are required to stay home.

### LOBBY CLOSINGS

**Beginning Thursday, March 19<sup>th</sup> all of our lobbies will be closed until further notice. Should you need to visit the Bank we ask that you utilize our Drive-Up Windows or call to make an appointment. Customers coming in for an appointment may be asked a series of travel and health related questions. For questions or concerns please contact your local branch.**

### PROVIDING UNINTERRUPTED ACCESS TO YOUR MONEY

As we all continue to do our part combating the coronavirus (COVID-19) we urge our customers to make use of our digital banking platform where you can access your accounts, transfer funds, mobile deposit checks, utilize Person to Person Payments and pay bills using Bill Payment. First State Bank also offers its telephone banking system, CenterVoice, to all customers. First State Bank customers can use all MoneyPass ATM's free of charge. Download the MoneyPass App to find MoneyPass ATM's in your area.

If you have any questions or concerns please call your local branch and we'll be happy to help you!

### PROTECT YOURSELF FROM SCAMS

We would like to remind our customers to stay vigilant and protect yourself from scams. First State Bank will never call, text or email you for your personal information. Do not give out your account information or personal information. Please call your local First State Bank branch with any questions or concerns regarding possible scams.

First State Bank will continue to monitor all news relating to coronavirus (COVID-19) and will keep our customers informed of any changes in branch availability or branch hours. Updates will be posted to our website, Facebook page and sent out via email.

Thank you for your continued support and understanding,

John Marchell, President

