

A Message to our Customers about COVID-19

As a valued customer of Warren-Boynton State Bank, we want to assure you that we have detailed business continuity plans in place to ensure our preparedness during the ongoing concern about the 2019 coronavirus (COVID-19). We are closely monitoring the guidance of the Centers for Disease Control (CDC) and World Health Organization (WHO) as well as state and local resources.

We have taken and will continue to take several precautionary measures for the health and safety of our customers, employees, and communities we serve. We have increased the cleaning and sanitizing of our facilities. We are encouraging our employees to be vigilant about frequent and thorough hand washing.

- Our branches are currently open and operating with normal business hours.
- We encourage the use of our drive-up facilities in New Berlin, Modesto and Palmyra to maintain social distancing as recommended by the CDC.
- We encourage the use of our drive-up ATMs located at our New Berlin and Palmyra branches. In addition, please visit www.alphinkalliance.com for a list of surcharge free ATMs to our customers.
- We highly recommend utilizing our online, mobile, and voice banking services where you can check balances, transfer funds, deposit checks, and get account history. Information about these tools and resources can be found on our website. If you are not enrolled in online banking and need assistance, please contact your local Warren-Boynton State Bank branch.
- We will update our guidance as necessary.

We know this is a challenging time and we understand that some of our customers may face financial difficulties. Please know we are here to help and encourage our customers who may be impacted to contact us to discuss how we might be of assistance.

We will continue to monitor developments regarding the COVID-19 virus and will take the steps to follow our contingency plans and avoid potential disruptions in our service. Your safety is our highest priority, and we appreciate your continued

business and the trust you have placed in us.

Please visit the following websites for additional resources on COVID-19, including tips to keep yourself and your family healthy:

- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- USA.gov: <https://www.usa.gov/coronavirus>
- Ready.gov: <https://www.ready.gov/pandemic>