



PeopleFirst Bank's Pandemic Response to COVID-19

The health and safety of our employees is always the top priority at PeopleFirst Bank. With growing concerns about the potential spread of Coronavirus (COVID-19), PeopleFirst Bank is continually monitoring reports from local, state, and national health agencies to stay up to date with the very latest information.

PeopleFirst Bank has prudent hygienic strategies in place to help ensure the health and safety of staff members and clients. Additionally, and as a part of PeopleFirst Bank's standard procedures, work spaces are professionally sanitized bi-weekly and communal areas are sanitized daily. Additional sanitization measures have been deployed in response to the Bank's pandemic plan. Disinfectant, sanitizing gels, and liquid soap as well as other sanitizing materials are readily available to all employees at all locations.

Several years ago, PeopleFirst Bank developed a comprehensive pandemic plan. This plan has been thoroughly reviewed and communicated. PeopleFirst Bank has and will continue implement specific steps within the plan should it be deemed necessary by local, state, and national health agencies.

Providing Support Services to Client's in a Contingency Event:

- PeopleFirst Bank's infrastructure is well managed with technology companies that also have comprehensive pandemic plans in place that have been communicated to the Bank. These companies have numerous locations reassuring us that our systems will remain highly available at all times.
- All PeopleFirst Bank facilities have drive-up banking. This allows our clients and staff to process transactions while maintaining healthy "Social Distancing" procedures. Drive-up banking will remain available and is an excellent alternative to in-lobby transactions.
- PeopleFirst Bank's remote capabilities are regularly tested and we are ready for an incident that would require remote work.
- Essential staff has remote access and is fully capable of performing support & management functions remotely.
- Essential staff has access to soft phones which will continue to allow phone support to clients remotely.

All PeopleFirst Bank services are operational and the response team is continually monitoring the situation on an ongoing basis.

At PeopleFirst Bank, we remain committed to the communities we serve. Please contact your account representative if you have any questions regarding your accounts, banking services or our response to COVID-19.

Bank on It, We put People First!