



March 18, 2020

Coronavirus COVID-19 Readiness

One of our highest priorities is the health of our staff, customers, and the well-being of our community. At this time, First National Bank of Muscatine will be **closing all branch lobbies and restricting lobby access at the Main Bank to appointment only** starting at the opening of business on Thursday, March 19, 2020.

Our goal is to provide the best quality service we can while protecting our employees and customers. **Our drive-ups and ATMs at all locations will remain open.** Appointments at the Main Bank can be made by calling 563-263-4221 or emailing info@fnbmusc.com.

Below are the ways you can access your First National Bank account(s):

1. Customer Service: You can speak with a customer service representative Monday-Friday from 8am-5pm by calling 563-263-4221
2. Drive-up: All locations have drive-up service (www.fnbmusc.com/about-us/hours-locations)
3. Online & Mobile Banking: Sign up for Online Banking on your computer and download our mobile app on your phone or computer (www.fnbmusc.com/personal-banking/online-banking)
 - Access your accounts, view transactions, transfer money between your accounts
 - Deposit Checks with Mobile Check Deposit on our app
 - Make Payments with Online Bill Pay
 - Send Money using People Pay
 - Enable or Disable your First National Bank debit card(s) within Mobile Wallet in our app
4. Bank by Phone: 24/7 telephone banking by calling 1-888-300-5463 and following the prompts
5. Night Drop: All locations have night drop envelopes and drawers

Please beware of fraud or suspicious emails, texts or phone calls. We will never ask you to verify your account number or social security number.

We are continuing to monitor all updates related to the virus and will make accommodations as needed and/or recommended. We will continue to provide timely updates with any changes. Please continue to check our website and Facebook page for updates.

Sincerely,

First National Bank of Muscatine