



September 2, 2020

Coronavirus COVID-19 Update

One of our highest priorities is the health of our staff, customers, and the well-being of our community. Our lobbies and drive ups are now open at all locations besides our Mississippi Drive Office. Due to the size restrictions of the lobby, our Mississippi Drive Office is only open for drive up service currently.

Our goal is to provide the best quality service we can while protecting our employees and customers. Below are some of the precautions we are taking:

1. Increased cleaning and sanitization efforts at all locations while reinforcing healthy habits for our staff;
2. Practicing social distancing (floor decals in waiting areas, limited teller windows so that customers remain 6' apart and protective panels between customers and employees);
3. Masks are highly recommended. If you are wearing a mask, you maybe asked to show an ID or lift your mask for identification purposes. Employees are required to wear masks;
4. Keeping our products and services fully available to you;
5. Monitoring the updates related to the virus; and
6. Enhanced risk monitoring and management.

We enjoy seeing you in our bank, however, we fully understand the preference of limiting your daily interactions. Below are several 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

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