



November 17, 2020

## Coronavirus COVID-19 Update

One of our highest priorities is the health of our staff, customers, and the well being of our community. With the recent surge in COVID-19 cases, we will be closing all of our lobbies and restricting lobby access to by appointment only as of Wednesday, November 18th, 2020. Our branch drive throughs at Oakview, Westside & Drive-In will remain open for drive through service only.

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](http://www.fnbmusc.com/about-us/hours-locations))
3. Westside & Oakview Offices lobbies are open.
4. 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](http://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
5. Bank by Phone: 24/7 telephone banking by calling 1-888-300-5463 and following the prompts
6. 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