

## Important information for our clients

### **We are prepared and ready to help.**

As the situation with coronavirus (COVID-19) continues to develop, our entire team is ready and standing by to help small business owners like you. You rely on us every day for your professional and personal financial needs, and we're going to continue to provide reliable access to the important services you count on.

### **Promoting health and safety. For everyone.**

Nothing is more important than your health and safety, and the need to protect those most vulnerable to the coronavirus.

We are taking multiple steps to minimize health risks to our teammates, our clients and our communities, including enhanced cleaning procedures in our Financial Centers.

### **We're available whenever and wherever you are.**

Our advisors are here for you and ready to discuss your immediate and long-term financial needs.

Our [Financial Center and ATM Locator](#) will let you sort and filter nearby Financial Centers to match your individual need—whether that's the closest drive-up ATM or a Financial Center open on Saturday. You can [schedule an appointment](#) to connect in person with one of our advisors at your convenience.

### **You can bank with us online or using our mobile app.**

If you prefer to connect with us digitally, our full range of Small Business banking solutions and Business Advantage 360 platform can be accessed 24/7 through [Online Banking](#) and our [Mobile app](#)<sup>1</sup>.

And when you're in the Mobile App, [Erica](#),<sup>2</sup> your virtual financial assistant is always there to help.

### **Let us know if you need additional assistance.**

We understand these times can be challenging, and we are here to help—whether it's providing advice on the current market environment, understanding your business' financial needs, or planning for your long-term personal goals.

Finally, if you have been negatively impacted by illness due to coronavirus, and need additional assistance related to your account, please reach out to our Small Business Banking service center at [888.287.4637](tel:888.287.4637) and let us know.

As new developments emerge regarding the coronavirus, we will share information with you about how we continue to operate safely and effectively at our [Client Resource Site](#).

I want to personally thank you for being a valued client.

Take care,

Sharon Miller  
Head of Small Business

<sup>1</sup> Mobile Banking requires that you download the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply.

<sup>2</sup> The mobile feature, ERICA, is only available in the English language. The feature requires that you download the latest version of the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply.

Please do not reply to this email, as email replies are not monitored.