

# **We're here when you need us.**

## **Supporting your banking needs during COVID-19**

Dear Customer,

We appreciate the trust you have placed in FreedomBank as your financial partner. As we continue to monitor the spread of COVID-19 (coronavirus), we want to share with you the steps we've taken to help minimize the impact of COVID-19 on our customers, employees and the communities where we operate.

We encourage you to remain connected to your FreedomBank accounts 24/7 through online banking, mobile banking, by phone, and with your ATM/debit card. Pick the most convenient banking option to check your balance, pay a bill, or transfer and send money. You can deposit checks via the mobile app or through an ATM. Contact us if you need to sign up for any of these services.

If you prefer to visit us in person, we are taking steps to help keep everyone safe. We're monitoring the spread of the virus at local and national levels. In addition, we have provided our branch teams with hand sanitizer, disinfecting wipes and spray and other personal protective items as recommended by the Centers for Disease Control and Prevention (CDC).

FreedomBank will follow CDC and Iowa Department of Public Health recommendations for preventing the spread of COVID-19. Should we determine that additional social distancing practices are warranted, we may limit interaction with our teller staff to drive-up windows only. Interaction with loan officers may be limited to appointments only.

Scammers and cyber-criminals may try to take advantage of your concerns related to COVID-19. They may offer you fake products, medical advice, create fake charities, or compel you to click a fraudulent link to gain access to your device. Be aware of potential scams.

We appreciate your business and look forward to continuing to serve you.