



While we're in unprecedented times, our customers can rest assured that their money will remain safe and accessible even in the midst of the coronavirus outbreak in this country.

Since 2007, when the H5N1 virus – or avian flu – spread throughout the globe, federal banking regulators have directed financial institutions to include pandemic planning as part of their overall business continuity plans. Specifically, our plan provides for a preventive program, a documented strategy scaled to the stages of a pandemic outbreak, a comprehensive framework to ensure the continuance of critical operations, a testing program, and an oversight program to ensure the plan is reviewed and updated.

Because of our concern for the safety and health of our customers and employees regarding the coronavirus, we want to reassure you that The Community Bank has taken several measures to protect you and our employees, and to maintain an uninterrupted level of service that you can rely upon.

- To help prevent the spread of viruses, we've increased the precautions beyond those that we use each year during flu season. Employees are encouraged to wash their hands often, and while we have always made hand sanitizer stations available for customers and employees, we've added more and placed them in prominent locations
- As always, any employees who are running fever will be sent home, any employees who are feeling ill are encouraged to stay home, and we have taken additional steps to sanitize work areas.
- If you'd rather not visit us at our bank centers, we'll understand – but remember that you can bank with us in lots of other ways. You can deposit checks and transfer funds through our mobile app, conduct transactions online at onlinewithtcb.com, talk with a banker by phone at (940) 683-4191, or go to one of our ATMs.
- If you do visit us, you may see signs of additional protections. For instance, you may see some bankers disinfecting contact areas frequently. And while we're always happy to see you, we may choose an elbow bump over a handshake for time being.

Although coronavirus cases in our area are so far limited, we continue to monitor information from the Centers for Disease Control (CDC) and are reinforcing best health practices in offices and branches. Due to the everchanging situation, updates will be provided as needed. Please check our website for updates regarding the coronavirus.