

## IMPORTANT BRANCH ACCESS UPDATE

What to expect when you visit First National

First, Thank you from all of us at First National Bank. Your patience, understanding and cooperation is appreciated while the bank operates with utilizing best practices and state mandates resulting from the COVID-19 pandemic.

### What you can expect when you visit First National...

First National is proud to be your financial partner. We understand and appreciate the trust and confidence you place in us and remain sensitive to that with every decision we make regarding how to serve you and your business.

As we move forward together, rest assured that the wellbeing of the entire First National family – customers, staff, business partners and our community at large are always our first and utmost priority and focus.

With that in mind, you can expect the following safety measures when you visit First National branches. We understand this may create an inconvenience from time to time. Your continued understanding and cooperation are greatly appreciated.



#### Customer Capacity Limits in Branches

To ensure the practicing of safe social distancing, please limit lobby visits to one person per household, if and when possible.

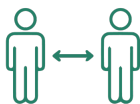
- If lobby capacity is met, you will be asked to wait outside the branch until notified to enter.



#### Face Mask Protection

For your own protection and that of our team, customers are asked to wear face masks while within a branch.

- If you are unable to wear a face mask due to health reasons, we ask that you utilize the branch drive-up service or call us. We will be happy to make special arrangements for your visit.
- You **WILL** be asked to briefly lower your mask for identification and security purposes.
- Face masks are provided at each office in the event you do not have one.
- First National staff will wear face protection whenever in bank common areas and serving customers – they may remove it at other times.



#### Social Distancing

Floor markers will aid you in keeping with the 6' separation of social distancing best practices.



#### Protective Plexiglass Shields

Transparent plastic shields have been added at some teller windows, desks and other areas.



#### Thorough Cleaning and Disinfecting

Sanitizing of high touch areas and objects continues throughout each day.

- ATM's and other higher traffic and touched surfaces will be sanitized on a regular basis.
- Hand sanitizer will be available. You are strongly encouraged to use it upon entry and exit.



#### Appointments for Lobby Visits Continue (optional but encouraged)

First National continues to offer customers the ability to schedule an appointment for a branch visit.

- To set an appointment, call your favorite or most convenient branch.



#### Access Your Money From Home Or On the Go

While we are always happy to see you and serve you face to face, remember that you can accomplish much of your banking conveniently outside of our lobbies using the drive-thru, online banking and bill pay, via your phone with our Mobile app, and phone banking. Remember that you can always reach us online using our 'Contact Us' tool, or by calling us for answers and solutions to your banking needs.



#### Commercial Customers and Vendors

You and your business are important to First National. Your commercial lender/banker is here for you. If a need arises that we are unable to remedy remotely by phone or video conference, we are happy to meet with you – either at the bank or at your facility. Rest assured, we will follow all CDC and best practices to protect all participants. Bank vendors will be expected to follow these same protocols and bank staff are meeting remotely whenever possible to help limit office traffic.



#### We're Here for You

When you have questions or need assistance, we're here to help. You can use the online 'Contact Us' tool or call us at 517.546.3150.