

Message From White State Bank Regarding COVID-19

At White State Bank, the safety of our customers and employees is a top priority for us so we are actively monitoring coronavirus updates and are working in concert with health officials.

Lobby Procedures:

We are closely monitoring the recommendations from the CDC, as well as national, state, and local health officials. As the COVID-19 pandemic evolves we will take the steps necessary to protect both our customers and our staff. Our bank may look different than it did prior to the COVID-19 outbreak and we ask for your patience and understanding as we work toward the new normal together.

For your safety and convenience, we strongly encourage all of our customers to continue to use alternative banking methods such as the drive-up window, night depository, online banking, mobile banking, and debit cards.

The following steps are also being followed in our facility:

- **No Public Restrooms** – Restrooms are restricted to employees only.
- **Frequent Sanitization** – Counters, door knobs, offices, and desks will be wiped down using disinfectant spray.
- **Self-Isolation** – We ask that any employee or customer that is exhibiting symptoms of COVID-19 or has been exposed to COVID-19 stay home.
- **Social Distancing** – We ask that you respect social distancing guidelines and the floor stickers to guide you while in our lobby.
- **Hand Sanitizer** – A hand sanitizing station is available in the lobby.

What else we are doing:

- We are continuously receiving and reviewing updates on the coronavirus from state health departments, the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO).
- We are providing regular communications to our employees to keep them informed and ensure they have the resources they need to remain healthy while also serving the needs of our customers.
- We are working with each of our critical vendor partners to ensure they have a comprehensive business continuity plan designed to ensure ongoing, reliable service.
- We are asking staff that if they, or an immediate household member, receives direct notice from the CDC regarding exposure, to contact HR as soon as possible so that we may take any precautions needed.
- We have disaster recovery plans in place for these situations and we are following the procedures. Critical systems and staff that are essential to our day-to-day operations are setup to operate remotely and securely in the event that our office is closed.

Here's what you can do:

- If you are sick or are limiting your social contact, please take advantage of one our other convenient banking options, including Online Banking and Mobile Banking or an ATM.
- For help with any of these, or to speak to someone about your banking needs, you can call us at 319-667-5005 during normal business hours to work with a customer service representative.
- Visit the [Center for Disease Control \(CDC\)](#) for updates regarding COVID-19 and tips on keeping yourself and others safe

Rest assured, the safety of our staff and customers will remain our top priority.