

## 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 local health officials.

### Here's what we are doing:

- **Limited Lobby Access**
  - Due to the recommendation from experts to use social distancing regular lobby traffic will be suspended until further notice.
  - **The drive up window will remain open and all bank staff will be on site.** Transactions can be made through the drive-up window during normal business hours.
  - If you require access to a lender or your safe deposit box, please let us know and we will schedule an appointment at a time convenient for you. You may contact the bank at 319-667-5005
- 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 have stepped up cleaning efforts and are working to secure additional wipes/cleaning supplies so that staff have supplies necessary to wipe down work areas and keep them clean.
- We have made hand sanitizer available in all offices and lobby areas for use by customers and employees alike.
- 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.