



March 12, 2020

To Our Customers,

The health and safety of our customers and team members is of the utmost priority to Mission Bank. With the current spreading of the coronavirus, we want to inform our customers of how we are monitoring the matter and address how Mission Bank will continue to operate safely and effectively during this time.

To safeguard you and the communities we serve, our team members are practicing safety measures such as frequently sanitizing work environments, washing their hands throughout the day, holding virtual meetings when appropriate, limiting travel, and staying home if they are experiencing any flu-like symptoms. Additionally, we are allowing many team members to work remotely. During this time, all banking services will continue to be offered, although services may eventually take a bit longer than usual should there be a need to accommodate limited staffing.

We will continue to keep all business banking centers open in accordance with federal, state, and local health wellness guidelines. However, we understand our customers may choose to utilize electronic banking methods to minimize human to human contact to help further protect against the spread of the virus. These methods include using our mobile app, depositing checks using mobile deposit capture, telephone banking services, and reviewing account information using Mission Bank's online banking system. If you have any questions or need any assistance with our electronic banking methods, please contact your business banker for assistance.

Mission Bank is prepared to continue to provide you with all banking services. We are taking precautionary measures now to help combat the spread of the virus and we have emergency plans in place should the matter escalate. We are committed to keeping you informed of further developments regarding Mission Bank and the impact of the coronavirus as they arise. We thank you for your business and trust in Mission Bank.

A.J. Antongiovanni
President and CEO
Mission Bank