



March 16, 2020

To Our Customers,

The health and safety of our customers, team members, and communities remains our priority. As the local and national response to COVID-19 is evolving, we are monitoring the situation closely. At this time, everyone in our communities is asked to do their part to minimize and slow down the spread of COVID-19. Thus, Mission Bank is doing our part by implementing measures to maximize social distancing. We are implementing the following changes to our business operations, immediately. These measures are designed to make our communities safer and they are on par with the others in the banking industry. We appreciate your understanding during these unprecedented times.

**Business Banking Center Operations**

Business banking centers will remain open using regular hours; however, the doors will remain locked and customers will be escorted to process their transaction.

**Limited Cash Transactions**

Cash transactions are limited to a maximum of \$10,000 per customer per day.

**Money Services Businesses**

Change orders for money service businesses are limited to \$10,000 per customer per week.

**Non-Human Banking Services**

Please utilize non-human banking services such as online banking, the mobile app, mobile deposit, and telephone banking. The use of ATMs, night drop, and drive up windows, where available, is preferred.

**Limited Staffing**

Many team members are working remotely or are unable to work in order to provide childcare. Due to limited staffing onsite, you may experience a slight delay in service. We pride ourselves on our responsive customer service and appreciate your patience during this time.

Our goal with these next steps is to allow us to continue to provide banking services to our customers while limiting human to human contact. The situation with COVID-19 is changing day to day and at times hour to hour. Mission Bank is committed to keeping you informed of further developments. We thank you for your business and trust in Mission Bank.

Best,

A.J. Antongiovanni  
President and CEO  
Mission Bank