



March 13, 2020

With the COVID-19 (also known as coronavirus) outbreak on forefront of our minds, the management at Sherburne State Bank would like to ensure you we are vigilantly monitoring this evolving situation. As with all Americans, we are aware of the uncertainty the coming hours and days will bring. We are fortunate to have proactively developed a detailed Pandemic Response Policy as part of our comprehensive Business Continuity Plan. ***As always, the health and safety of our customers and staff is our top priority.***

Based on the most recent guidance from health authorities and regulatory agencies, we are currently engaging the following measures:

- Additional cleaning and sanitizing in our branches using hospital grade disinfectants focusing on the surfaces in high-traffic areas
- Encouraging staff to remain home while they are ill
- Providing staff with ample hygiene supplies and encouraging healthy habits
- Monitoring business travel of our staff

We are hopeful that taking these measures now will allow us to continue to serve our customers without any interruption. However, in the event the situation becomes worse in our area, we will make decisions based on recommendations of health officials and regulatory agencies while balancing our responsibility to both serve our customers and protect our communities, including those most vulnerable to this virus.

Please keep in mind that we have many banking options that give you access to your accounts at all times:

- Calling us at **763-261-4200**
- Online Banking via our website **www.sherburnestatebank.com**
- Mobile Banking, including Mobile Deposit, via our mobile app — **search for the Touchbanking app – app code SSBMOBILITI**
- **Telephone Banking by calling 877-262-5556**
- ATMs at all of our locations, plus access to over 32,000 surcharge free ATMs via the Moneypass network (see **www.moneypass.com** for locations)

At this time, we also want to remind our customers to be extra careful as scammers may take advantage of the fear and uncertainty surrounding the virus. Sherburne State Bank will never call you or send you an email asking you to provide or verify personal information, and we urge you to be very skeptical if you receive messages of that nature from anyone.