

## **A Message For Consumers on Behalf of the California Community Banking Network (CCBN)**

As we navigate through the uncertainty of Covid-19, we applaud our community banks' responsiveness and ability to support its customers, communities and staff through the continuing challenges of this global pandemic.

Community banks are part of the critical infrastructure sector that must continue operations, while keeping the health of their customers and employees first. Rest assured, community banks are open, fully operational and will continue to ensure they are available and accessible either physically or electronically. Backed by the Federal Deposit Insurance Corporation (FDIC), there is no safer place to keep your money than a community bank. Since 1933, no depositor has ever lost a penny of FDIC insured funds.

Community banks are working closely with federal and state banking agencies to assist customers impacted and continue to identify and meet their needs. Community banks are well equipped to support its customers in these challenging times and are strongholds that operate in safety and soundness.

### **Resources for Consumers:**

- FDIC Frequently Asked Questions for Bank Customers Affected by Coronavirus Disease 2019: <https://www.fdic.gov/coronavirus/faq-customer.pdf>
- California Department of Business Oversight Coronavirus Updates: <https://dbo.ca.gov/2020/03/25/covid19/>
- The Federal Reserve – Resources and Information: <https://www.federalreserve.gov/covid-19.htm>

*(**Note:** Clicking on the hyperlinks above will link you to another website not owned, operated or monitored by Endeavor Bank.)*

## **SBA Disaster Relief**

We want to share information about new SBA loans that you may have heard about:

- Loans up to \$2,000,000
- 3.75% fixed interest rate on loans to for-profit companies
- 2.75% fixed interest rate on loans to non-profits
- Up to 30-year term and amortization (determined on case-by-case basis)
- Financing to be used for working capital and more

### **WHAT TO DO NOW:**

Apply today by completing a SBA Disaster Loan Application:

<https://disasterloan.sba.gov/ela/Account/Login>

*(**Note:** Clicking on the hyperlink above will link you to another website not owned, operated or monitored by Endeavor Bank.)*

On this website, you will enter your company information and describe the impact of the pandemic on your business.

This National Disaster Relief Program is active -- however not all states have implemented and your state may not show as approved. At this time, 21 states have adopted these relief loans, and more will be added -- **so please continue to check this list often:**

<https://disasterloan.sba.gov/ela/Declarations/Index>

These are the only SBA Coronavirus disaster relief loans currently available. However, we remain hopeful that additional legislation will be enacted expanding the ability of banks to provide further supplemental loan relief in the near future. We will keep you apprised as we know more.

**(Note:** *Clicking on the hyperlink above will link you to another website not owned, operated or monitored by Endeavor Bank.*)



To Our Valued Clients:

We are living in unprecedented and uncertain times. While we are all likely to be impacted, take comfort in knowing that the team at Endeavor Bank stands ready to serve and support you as we are all in this together.

We are actively monitoring the rapidly changing situation around COVID-19 and have taken a number of proactive steps to help ensure your access to banking services, while also ensuring that we can protect the health and safety of our clients and employees. For updates on COVID-19 please visit this website:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

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Clients may still elect to physically bank in person at our Symphony Towers Branch Office, although during the current COVID-19 outbreak, public health officials have called for "social distancing" so we encourage you to consider alternative ways to access the banking services you need. For your safety and that of our employees, we strongly encourage clients to utilize our vast array of technology options that negate the need for clients to drive to the bank.

Since our formation, Endeavor Bank has been designed to operate as a virtual business bank where our clients connect to us through technology channels/products rather than in-branch visits. You can withdraw funds at over 80,000 surcharge-free ATMs nationwide using your ATM/debit cards at the MoneyPass ATM networks. Additionally, you may make deposits at select MoneyPass ATMs. Clients can also perform almost any function virtually, such as remote deposits, bill pay, wire transfers, online debits and credits including ACH items, loan payments, advances on lines of credit, as well as many other functions.

Endeavor can virtually approve and document new loans and process loan renewals. We are fully functional with e-signature so clients can even sign documents remotely. If you are not fully functional with Endeavor Bank technology, contact our Digital Banking Department by calling 760-795-1150 for help or email us at [digitalbanking@bankendeavor.com](mailto:digitalbanking@bankendeavor.com).

For any other services that you may normally elect to visit our branch office for, please contact us and we will strive to arrange an alternative delivery channel for your convenience and safety. For example, if a client should need to obtain a cashier's check, make a cash deposit or withdrawal, obtain a notarized signature, etc., we would be pleased to assist you so that you can save the physical trip to the bank. Just call 760-795-1150 for assistance.

Finally, we want to be your first line of support. Your concerns are our concerns. If the COVID-19 outbreak has negatively impacted your business, contact your Endeavor banker for assistance. We will do all we can to support our clients during this difficult time where so many businesses are likely to be adversely impacted. Below you will find links for resources should you need them and we will make updates as we become aware of additional resources.

Endeavor Bank is committed to being a responsible partner in our local community and we want our clients and shareholders to rest assured that we are working diligently to serve you during this time of crisis while safeguarding employees and clients alike.

Thank you for being a valued client.

Dan & Steve

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