

# GOLDEN STATE BANK

**Your well-being is our priority.**



RE: COVID-19 (Coronavirus)

To our customers and friends,

One of our highest priorities is the health of our staff, customers, and the well-being of the communities we serve. Golden State Bank will continue normal banking operations at all locations. Below are some of the key points of Golden State Bank's response plan:

1. Increased cleaning and sanitization efforts in our centers while reinforcing healthy habits for our staff;
2. Keeping our products and services fully available to you;
3. Monitoring the updates related to the virus; and
4. Enhanced risk monitoring and management.

We want to share a number of ways we are here to serve you, our customer, during this time:

We encourage you to **access your accounts from home 24/7** using Golden State Bank Online Banking portal or the Golden State Bank Mobile App to check balances, make payments, transfer funds, deposit checks, or find the nearest ATM. We've made a number of enhancements that make it easier than ever to manage your account digitally.

Our branch teams are available to serve you, as always. We've augmented daily cleaning procedures with the use of stronger disinfectant products on high-touch surfaces, have made hand sanitizer readily available, and are educating branch teams on best practices recommended by the CDC.

Should you be impacted by COVID-19 and need our support, we're here to help. Please contact our branch offices at (818) 254-1052 (Glendale) or (909) 981-8000 (Upland) during our normal business hours.

We will continue to closely monitor the situation and evaluate additional measures to support our customers and communities as needs arise.

Sincerely,

Your Golden State Bank Team