

IMPORTANT UPDATE REGARDING COVID-19 SAFETY ENHANCEMENTS



March 23, 2020

To uphold our commitment to keep our employees and customers safe, we have made the decision to limit our lobbies to appointment only, effective Monday, March 23, 2020. All Drive-Thrus remain open at this time. Please visit us at our Drive for all financial services. If you need access to your Safe Deposit Box, please call your location to schedule an appointment.

Coalgate	580.927.2311
Caddo	580.367.2258
Apache	580.588.3361

Durant	580.924.0022
Clayton	918.569.4181
Mountain View	580.347.2801

Altus	580.477.2800
OKC	405.297.4400

WHAT WE ARE DOING

To deliver our commitment to you, we continue to:

- Actively review our existing business continuity plan to ensure we have sound strategies in place if the virus begins to strongly impact our communities.
- We are dedicated to staying constantly aware of updates and recommendations from the Center for Disease Control (CDC), along with state and local health officials, to take measures to prevent the spread of COVID-19.
- Measures have been put into place to ensure all work areas and commonly touched surfaces are cleaned and sanitized regularly. Hand sanitizers are available for both employee and customer use.
- We are avoiding unnecessary physical contact between co-workers and customers, such as handshaking or hugs.
- We have canceled all non-essential events for employees to eliminate travel concerns and advocate social distancing.
- Contact your loan officer for questions relating to potential loan modifications pursuant to the effects of the Coronavirus (COVID-19) pandemic

WHAT YOU CAN DO

Below are some reminders that you can do to continue your banking services while reducing physical contact, which is the most common method of exposure to COVID-19.

- Use digital banking products that are already available to you 24/7. With our online banking and mobile banking, you can access your accounts at any time. With mobile deposit, you can make deposits remotely by taking a picture of checks. If you need your deposit limit temporarily increased, please call us at 580.927.1300. You can also make payments with Bill Pay. Visit our website for instructions on enrolling into online and mobile banking, as well as terms and fees for all products.
- Use our drive-thru services, offered at all locations, except for OKC.
- Use ATMs for cash withdrawals. If you need your limit temporarily increased, please call us at 580.927.1300.
- Contact us by phone with any questions or online banking support at 580.927.1300 or email us with questions or concerns at onlinehelp@shamrockbank.com.

ADDITIONAL INFORMATION

Unfortunately, scammers are using COVID-19 to exploit others. Be cautious of emails, texts and phone calls concerning the virus while requesting your banking information. We will never request personal or login information from a customer unsolicited. We are an FDIC insured bank and each depositor is insured to at least \$250,000.

As the situation continues to rapidly evolve, we will continue to provide updates on our website and social media as quickly as possible to reduce inconveniences.

Wishing you health and safety,
Shamrock Bank NA