

IMPORTANT UPDATE REGARDING COVID-19 SAFETY ENHANCEMENTS



May 18, 2020

Even in unprecedented times, you can count on us to be more than a bank because you are more than a customer. Since the COVID-19 pandemic began, we have served our customers and the community, without interruption, while doing our part to keep our communities safe.

Our digital banking products are available for use 24/7. With our online 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. Last week, we deployed our online account opening product that allows you to apply for a deposit account directly from our website. A feature will be added soon allowing you to apply for consumer loans as well.

To ensure the safety and health of our employees and customers, we are limiting the number of visitors in our lobbies at any given time. While visits without appointments are welcome, we recommend scheduling an appointment to ensure banker availability and prompt service. Please contact 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

The below additional guidelines have been established to uphold health and safety within our buildings:

- We are limiting the number of people in our lobby at any given time, as stated above. Priority for lobby visits will be given to those customers with appointments.
- We have implemented social distancing guidelines and signage within our lobbies.
- 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 are restricting restroom facilities to employee use only.
- Due to security concerns, if you are wearing a face mask, please visit us in the Drive-Thru.

We strongly encourage using our Drive-Thru when possible. Most transactions can be completed through our Drive-Thru, online or mobile banking, use of our ATMs, or even by telephone. We offer several contactless options to serve your financial requests to maximize safe and remote banking.

We continue to work with customers who have been negatively financially affected by COVID-19. Please contact your loan officer for questions relating to the Paycheck Protection Program, potential loan modifications, or additional funding options pursuant to the effects of the pandemic.

As a reminder, 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.

As the situation continues to evolve, we will continue to provide updates on our website and social media as needed.

Wishing you health and safety,
Shamrock Bank NA