



March 17, 2020

To Our Valued Customers,

At this time of uncertainty, surrounding the coronavirus (COVID-19), we want to assure our customers, staff, and the general public that we are being proactive about the health and well-being of our communities. Pinnacle Bank has policies in place to ensure the safety of our customers and staff members, in the instance of a pandemic. We are monitoring the situation and following recommendations from the Centers of Disease Control (CDC). In order to find the most up-to-date information on the coronavirus visit [www.cdc.gov](http://www.cdc.gov).

Pinnacle Bank is taking the following steps to protect our customers and staff:

- Increasing cleaning and sanitization efforts in our locations;
- Reminding and reinforcing illness-prevention habits for our staff;
- Keeping banking services available to customers;
- Monitoring the updates related to the virus;
- Meeting as needed to make any necessary adjustments to our plan.

For the health and safety of our customers and staff, we will be closing both bank lobbies on **Wednesday, March 18<sup>th</sup>** until further notice. The Drive-up will remain open normal business hours for the foreseeable future. We will be fully functioning for loans, safe deposit boxes, etc. by appointment only. We are taking precautions to try and reduce your exposure to any potential illnesses when visiting our bank. We offer several products that can help you access your banking while not having to come into the bank.

- Online Banking
- Mobile Banking/Mobile Deposit
- Drive-thru
- ATMs
- Night Depository
- Telebank
- Phone/Email

Pinnacle Bank is committed to keeping you informed while continuing to meet your financial needs. Adjusting to this evolving situation swiftly and thoroughly is our top priority. Check our website for any potential updates. Please stay safe and healthy.

Sincerely,

A handwritten signature in cursive script that reads "Damon Morrison".

Damon Morrison  
President  
Pinnacle Bank