



An Update from Catlin Bank Regarding Our COVID-19 Plan

As concerns continue to grow with the Coronavirus (COVID-19) outbreak over the health and safety of our customers and employees, Catlin Bank is dedicated to doing what is best by adhering to suggested practices from the Centers for Disease Control and Prevention.

Beginning Monday, March 23, 2020, operational hours at all locations of Catlin Bank are limited to only Drive-Up transactions during normal drive-up hours. The Catlin main bank lobby and Georgetown lobby will be closed to customers. Most banking transactions can be accomplished through our drive-ups. We are committed to accommodating your banking needs and we absolutely understand that this is an inconvenience. If you require branch accommodations (to access a safe deposit box, loan officer, etc), please contact us. We're here to help.

Please understand that there are multiple ways to stay connected to your finances:

- Online Banking, Telephone Banking, and our Mobile App are available from your computer or mobile device. You can transfer funds, check balances, and pay bills. If you need help enrolling in Online Banking, please don't hesitate to contact us for assistance.
- Our ATMs in Catlin, Danville, and Georgetown are available 24/7 for cash withdrawals and to make cash and check deposits.
- If you need to start a mortgage or loan application, you may do so through our website at www.catlinbank.com.
- If you need to open a new deposit account, please call us and we will help.
- Reach out to us with any questions or concerns via telephone during operational hours or 24/7 on Facebook.

We believe that this is in the best interest of the communities we serve to be proactive in reducing the spread of COVID-19. Although our lobbies are closed, we are still open, operating, and ready to serve you. If you have a loan that is currently in process, rest assured that the loan department will be fully operational during this time.

We appreciate your business and confidence in our ability to continue serving your needs, and we want to reassure you that you will have uninterrupted access to your account information and the ability to complete your banking transactions. Please continue to monitor our website and Facebook page for updated information and never hesitate to call us at 217-427-2176. We are facing these challenges together, and we will meet these challenges together.

Sincerely,

Jeffery L. Fauver

Jeffery L. Fauver
President

