

March 23, 2020 Update

As your trusted community bank, we would like to reinforce our commitment to you during these unprecedented times. We have made it our priority to ensure we are regularly communicating with our customers and answering any questions that come our way. We want to assure you that InFirst Bank is **here for you** and your deposits are safe, secure and **insured by the FDIC**.

### UPDATES ON OUR LOCAL BRANCHES

We continue to operate based on guidelines from the Centers for Disease Control (CDC) and recommendations provided by Governor Wolfe. We're taking responsible measures to protect the well-being of our customers & staff.

#### **Here is our most current information as of March 23, 2020:**

- Our **CALL CENTER** continues to remain open to service your needs. You can contact them by calling **800-349-2814** (Monday-Friday 8am-5pm; Saturday 8am-1pm).
- All of our branches are operating by office appointments only. Please contact the Call Center to schedule an appointment.
- All of our **Drive-Ups are still open** – the access to them has not changed. All of the Drive-Ups are currently operating under normal business hours.
- You still have access to your safe deposit box. Just contact the CALL CENTER to make an appointment during normal business hours.
- We would be happy to assist you with opening an account, loan applications or loan closings. Please contact the CALL CENTER to schedule an appointment.

We will keep you informed as updates and other possible changes become available.

### FINANCIAL ASSISTANCE

We are aware that you or your business may be affected by the market and economic impacts relating to the Coronavirus. If you come under financial hardship, please contact us for assistance at 800-349-2814.

We are here to help! Being an independent community bank, we have the ability to create unique payment solutions tailored to fit your circumstances and current financial situation. If you are having or have reason to believe you will soon have difficulty making your consumer or commercial loan payment, please reach out to us so that we may work with you to customize a solution.

The *SMALL BUSINESS ADMINISTRATION* also has resources to help. Please visit the SBA [website](#) to learn more about disaster assistance in response to the Coronavirus.

### ACCESSING YOUR BANK ACCOUNTS

We encourage customers to take advantage of InFirst Banks [digital](#) banking channels.

- [Online, Mobile & Digital Banking tools](#) are conveniently available to you 24/7 via a computer, laptop, tablet, or a smartphone.
- If you aren't enrolled in Online Banking yet, you can enroll [HERE](#).
- Once you are enrolled in Online Banking, you can take advantage of having access to your accounts on your mobile phone. The FREE InFirst Bank Mobile App combines the benefits of our website with the power of your [iPhone](#)® or [Android](#)™ phone.

You can also use your InFirst Bank Debit Card [surcharge-free](#) at any ATM, including non-InFirst Bank ATM's during this time.

### BEWARE OF SCAMS

For information on Coronavirus related scams please visit the Federal Trade Commission's [website](#).

### HELPFUL CORONAVIRUS (COVID-19) RESOURCES

[The Center for Disease Control](#); [The World Health Organization](#); [State of Pennsylvania Update & Resources](#)

**For up to date information, please continue to visit our website [www.infirstbank.com](http://www.infirstbank.com). All of us at InFirst Bank sincerely wish you, your colleagues, friends & family good health & safety during these difficult times.**

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To ensure that you continue receiving our emails, please add us to your address book or safe list.

