



We first wish to say **THANK YOU** to our customers and employees!

To our customers: We cannot say *THANK YOU* enough! Thank you for your *kindness and patience* as you were asked to do your banking business through our drive-up windows and by appointment in our branches. Your willingness to adapt during these unprecedented times is greatly appreciated and you were all *AMAZING* each and every day.

To our employees: You have been completely *AWESOME* during this time of great change, working with us every day to provide our customers with outstanding customer service in the face of uncertainty. For that we say **THANK YOU InFirst Employees!** Our Most Valuable Asset!

Branch Lobby Reopening: Beginning Monday June 1, 2020; InFirst Bank intends to open all branch lobbies per regular business hours, providing our counties do not revert to the RED Phase. We are looking forward to seeing you all again face-to-face and have been making many preparations to safely open our branch lobbies to protect our employees and customers. This includes, installing Plexiglas at the teller line; installing floor markers to promote social distancing in our lobbies, providing hand sanitizer for employees and customers; cleaning high-contact areas frequently, and wearing masks. We have also removed items commonly touched such as pens and coffee bar items. Ask a teller for a new pen that you may keep when you leave.

Please note that some things will be different as we work to open within CDC and state guidelines.

- **Please plan to wear a mask.** Per the current [PA State Executive Order](#) for counties in the yellow phase, our team members will be wearing masks and we ask and appreciate if you do the same. Per this order, if you have a health condition that prevents you from wearing a mask you will not be required to wear one. You may also continue to use our drive-up window, if it is convenient for your need. As of this writing, directives for counties in the green phase had not been released. Those guidelines will be made available once acquired.
- **For the safety of our employees and customers; our security policy requires that all activity inside our branches be video recorded. We will ask that you briefly remove your mask upon entering,** before replacing it and continuing into the lobby. We ask that you remove all hats, hoodies, or sunglasses as well.
- Should the branch you are visiting be at capacity in the lobby, you *may* be asked to wait to enter the building to maintain proper distancing.

KASASA REWARDS CHECKING CUSTOMERS: Due to shelter-in-place restrictions and reduced ability to utilize a debit card, InFirst Bank automatically qualified KASASA customers for their 12 point-of-sale transactions for the cycles ending 4/12/2020 and 5/12/2020, allowing customers to earn their valuable rewards!

PLEASE NOTE: As restrictions have now been eased, our **regular KASASA Account qualifiers will be in effect for the cycle ending 6/12/2020.** As a reminder, these qualifiers are; 12 point-of-sale debit transactions and one ACH debit or credit that post and settle before the end of the cycle; and be enrolled in e-Statements.

Online Banking and Mobile Banking: InFirst has a full suite of Online and Mobile Banking services available for your banking needs. Deposit checks, transfer money, make loan payments, pay bills, and more! If you are new to these types of services please do not hesitate to contact us. Our team is ready to answer any questions, explain how services can benefit you, or assist you with set-up. [Click here](#) for more information about digital banking.

Please continue to visit our website at infirstbank.com for the latest information or contact our CALL CENTER at 800-349-2814.

We sincerely THANK YOU again for your patience and kindness during these times. Please know we are *HERE FOR YOU* and we look forward to seeing you again. Stay safe!

For up to date information, please continue to visit our website www.infirstbank.com.

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