



YOU are our top priority

InFirst Bank has proudly been serving our communities since 1922. There is no higher priority for us than the health and safety of our customers and colleagues. We are closely monitoring the rapidly evolving situation surrounding the Coronavirus and are continually monitoring and following guidance from the CDC, State and Local authorities.

InFirst Bank is OPEN

Currently, ***all of our branches and offices are open*** for business and it is our intent to stay that way. We have a comprehensive business continuity plan and are prepared to take the steps needed to continue to provide financial services to our customers. In the coming weeks, we may need to employ additional measures designed to protect our customers and colleagues, including but not limited to, work from home policies and reduced staffing at our branches. The possible temporary adjustments could occur in ways you are not accustomed to such as lobby closures with drive-through lane access only for example.

We have already put into place limited non-essential employee travel. Also, we have taken steps to increase our employees' access to hand sanitizers and disinfectants.

24/7 Banking

We recommend that you take advantage of your 24/7 InFirst Bank self-service resources through our InFirst Bank Mobile App, the Online Banking services at www.infirstbank.com, Mobile Banking, Telephone Banking, or the use of our network of ATM's. Should you need assistance with any of these services, please contact our Call Center 800-349-2814 (8 am–5 pm Mon.– Fri.; 8 am–1 pm Sat.).

Be Aware of Scammers

We encourage you to continue exercising caution to possible Coronavirus scammers. Never provide any financial, personal, or credit card information when receiving an unsolicited phone call. When in doubt, hang up. Look for red flags such as being pressured to act now. Contact 800-PA-BANKS to file a complaint about a financial transaction, company, or product. For information about Coronavirus Financial Scams visit: https://www.media.pa.gov/Pages/banking_details.aspx?newsid=309

Given the dynamic nature of this ongoing situation, we will continue to closely monitor the rapidly evolving developments surrounding the Coronavirus and will continue to keep you informed. Look for additional notifications in the coming days and weeks.

For additional information about COVID-19, get the latest report from the CDC at www.cdc.gov or your local health department website.

We greatly appreciate your patience, support and loyalty!

Sincerely,

Timothy Kronenwetter

President, CEO