

June 6, 2020

Dear valued customer,

I hope this finds you and your family healthy and safe as our communities begin to reopen socially and economically. Thank you for your loyalty and patience as we all confront and adjust to our new normal together.

Century Bank and Trust is pleased to inform you that our office lobbies are **returning to normal access on Monday, June 8, 2020**. We eagerly look forward to seeing you and readjusting back to the spontaneous access of our facilities.

With this step, I would like to share adjustments we have made in response to COVID-19. The health and safety of you and our team members remain the top priority.

Things to know when visiting our offices:

- We are actively receiving and reviewing updates on COVID-19 from the local and state health departments along with the Centers for Disease Control and Prevention (CDC).
- We are providing regular employee communications to keep them informed and ensure they have the resources needed to remain healthy while also serving the needs of our customers.
- Since April 29<sup>th</sup>, all of our employees have completed a daily self-health assessment and undergone a temperature screening upon arriving at their respective office.
- Any employee experiencing COVID-19 symptoms before or during work will follow strict notification and possible quarantine protocol.
- Enhanced cleaning will take place on high touch surfaces throughout the day; as well as stringent nightly cleanings.
- If they choose, we encourage our visitors to wear face coverings. Please be prepared to temporarily remove or pull down your face covering for security and identification purposes.
- Social distancing guidance will be observed. We will limit the number of visitors in lobbies based on the size of the office you are visiting. If needed, a team member may ask that you temporarily wait outside or in your vehicle until another customer exits the building.
- We have hand sanitizer available in all offices and lobby areas for use by our customers and employees. Please use hand sanitizer as you enter and exit the building.
- We have installed protective health shields in our teller areas.
- We are instituting a fun and friendly “need a pen...take the pen” policy for customers.

From your side of our relationship – we ask that you also remain very vigilant, careful and considerate.

If you are experiencing any COVID-19 symptoms...have any reason to believe you may have been exposed to the virus...or are just not feeling well in general – please postpone visiting our offices and utilize the very convenient, non-contact ways we can serve you via phone, electronic banking, ATM and drop box.

Whenever appropriate for your needs, we also continue to encourage you to utilize our drive-thru's and scheduled appointments.

Please know we are honored to be a part of the communities we serve – and look forward to our role and responsibility in helping them reopen and recover from this hibernation period. Thank you for choosing Century Bank and Trust to be your financial partner.

I can be reached at my office (517-278-1526) or on my cell phone (517-617-3527) if there are any questions you feel I can best address.

All my best...and we so look forward to “seeing you again in-person”,



Eric H. Beckhusen,  
Chairman & CEO