

March 18, 2020

To: Lewisburg Banking Company Customers and Friends
From: Edna H. Hughes, President/CEO

As you are aware, the recent COVID-19 outbreak has become a rapidly developing and uncertain public health issue. We have seen the far-reaching effects both globally, nationally and locally. Our Board of Directors and Management Team assure you that our highest priority right now is the health and safety of our employees, their families and our customers.

Beginning Saturday, March 21, 2020, we are limiting access to our bank lobbies. Our Interactive Teller Machines will be open for business at all offices Monday thru Friday from 7:30 AM until 6:00 PM and on Saturdays from 8:00 AM to 12:00 PM. All transactions made thru the ITM Monday thru Friday are credited same day. Transactions thru the ITM on Saturdays are posted next business day.

I am aware that many of you have not tried our new Interactive Teller Machines. They are very user-friendly and most importantly, they provide to you a way to cash checks and make deposits and loan payments in a **completely contactless environment**. One of our video tellers will be live on the machine's screen to walk you thru every step of using this technology. It is fast and easy. In addition, we will have staff outside at the ITM lane during busy times to assist you in using the ITM for the first time.

If you haven't already:

- ✓ Download the **Lewisburg Banking Company Mobile App** or enroll in our **Online Banking** module. Both options are available 24-hours a day, seven days a week. You can check balances, make transfers, access Bill Pay, and much more.
- ✓ Need to deposit a check? Our **Mobile Deposit** capture product allows you to deposit checks 24-hours a day, seven days a week. With your phone's camera, take a picture of the front and back of the check, and submit.
- ✓ You can also add your debit card to your **Digital Wallet** with Apple Pay®, Google Pay®, Samsung Pay®,
- ✓ All **ATMs at five convenient locations** are available 24-hours a day, seven days a week. You can withdraw cash and make deposits with your debit card. (deposits available for LBC customers only)
- ✓ Utilize our night depository available at every office.
- ✓ Visit www.lewisburgbank.com

For any other services that cannot be done thru E-Banking products, ITM/ATM, see below:

- ✓ **If you need to apply for a loan, discuss your current loan situation or open a new account - we are here for you by appointment! We are working every day and every hour behind the scenes to provide the least amount of disruption possible during this time.**
- ✓ **Access to Safe Deposit Boxes – please call for an appointment.**
- ✓ **Business customers that need access to wire transfers, change orders, etc. Please call for information on how to receive these services.**
- ✓ Bank employees are just a phone call away. For assistance or appointments, please call any of our bank offices: **Lewisburg Office 270-755-4818; Russellville Office 270-726-1270; Adairville Office 270-539-6551; Auburn Office 270-542-HOME (4663)**