

# AN **UPDATED** MESSAGE FROM FRANKLIN BANK REGARDING COVID-19

*March 17, 2020*

The health and safety of our customers, employees and local communities are extremely important to all of us at Franklin Bank. We are actively monitoring the reported spread of COVID-19 and taking precautionary measures to ensure we are able to meet our customers' financial needs in the event of local impact. Franklin Bank has robust Business Continuity and Pandemic Plans in place. These plans are updated and tested regularly to ensure uninterrupted service to the communities we serve.

## **Branches and Facilities:**

**EFFECTIVE MARCH 17, 2020: ALL FRANKLIN BRANCH LOBBIES WILL BE CLOSED AND AVAILABLE BY APPOINTMENT ONLY. ALL DRIVE-UP FACILITIES WILL BE OPEN NORMAL HOURS. PLEASE CALL YOUR LOCAL BRANCH IF YOU NEED SAFE DEPOSIT ACCESS OR HAVE DESK NEEDS.**

The Franklin Bank staff receives regular communication on the importance of hand washing and not coming to work when they are ill. Hand sanitizer is available in all Franklin Bank locations and our cleaners disinfect surfaces on a frequent basis. The Centers for Disease Control and Prevention (CDC) encourages social distancing, which entails staying three feet away from other individuals and avoiding physical contact such as shaking hands. In addition to our branch lobbies we also have drive-up lanes at each office. These tips are relevant any time there is concern over the spread of germs during cold and flu season. For more information from CDC visit: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

## **Convenient Access, Anytime, Anywhere:**

Franklin Bank offers a wide array of account access options to help you manage your finances remotely.

- **Electronic Banking** – Franklin Bank provides online account access at **franklinbnk.com** or on our Franklin Bank Mobile Banking app on your Apple or Android device. Check balances, transfer funds, pay bills, deposit checks and manage your debit card.
- **Debit Cards** – Avoid cash by using your debit card at the point of sale. If you haven't used it in a while, make sure your card is active and that you know your PIN.
- **ATMs** – ATMs remain an easy and convenient way to access funds. Remember to wash your hands after using one.
- **Direct Deposit** – Inquire with your employer about establishing direct deposit to your Franklin Bank account
- **Telephone Banking** –EZ Voice Telephone Banking is available 24 hours a day / 7 days a week at 855-935-2260.

We understand the concern and uncertainty created by the current situation in our local community, the United States and around the globe. Please contact us at **856-769-4400** if you need assistance with your finances or have any questions. We are committed to keeping you informed through a variety of channels, including social media and our website.

Thank you for trusting Franklin Bank as your community bank of choice.

Sincerely,

A handwritten signature in black ink that reads "Thomas J. Murray". The signature is written in a cursive style with a large, prominent initial "T".

Thomas J. Murray  
President/Chief Executive Officer