



At Exchange Bank, we are a family and we are committed to consistently remaining a reliable financial partner for our customers in the ever-changing landscapes of life and banking.

Like you, we are monitoring and learning more about Coronavirus COVID-19, and we want to be transparent about what we are doing as a company to protect our customers and employees.

## CRISIS RESPONSE PLAN

Several years ago, Exchange Bank established a Crisis Response Plan to ensure that in the event of a crisis we do all we can to make sure our branches are open, our bankers are there and our channels of communication are open. Our Crisis Response Plan includes a specific Pandemic Response plan with the purpose of providing Exchange Bank with procedures for mitigating the consequences of a pandemic.

The plan will enable Exchange Bank to play a key role in protecting employee's health and safety while enhancing the bank's ability to remain functional during an infectious outbreak.

## ONLINE BANKING: ANYWHERE. ANYTIME.

We understand that banking is more than transactions, and we pride ourselves on offering relationships with dedicated employees whose talents surpass any virtual assistant or mobile app. We also want you to have confidence that you can bank virtually anywhere, anytime with EB Online Banking and our Mobile App.

**Learn more and Sign up for Online Banking at [www.eb-us.com/infohub](http://www.eb-us.com/infohub)**

### LIVECHAT

Connect with an Exchange Bank employee who can assist you with your banking needs. Live chat is a personal, non-intrusive form of contact that you can access on our site through your mobile device, desktop or tablet.

### ONLINE BANKING

EB Online, our online banking service, is accessible through our website and in addition to giving you real-time access to your account activity, also allows you to pay bills using Bill Pay, and transfer money between your accounts or someone else's.

### MOBILE APP

The EB Mobile App is another great resource that allows you to bank wherever you are. EB Mobile offers many of the same features as online and telephone banking, including real-time account activity, transfers and allows you to deposit checks using your phone.

If you are having trouble setting up or accessing any of our platforms, please reach out to us by phone at **844.804.6947** or **Live Chat** and we will be happy to help you.