



To our Customers and Community,

The health and safety of our customers, employees and community are of the utmost importance to us. As the pandemic situation in our nation has evolved, we have made adjustments to our staff and operations quickly to address the concerns related to the spread of the COVID-19 including increased cleaning schedules for all locations and adjusting work schedules to allow for social distancing within our staff. However, after the news briefing from Governor Brashear on Tuesday, March 17<sup>th</sup> and hearing his recommendations for banks, we have decided to take additional active measures to ensure the safety of our customers and employees.

- **Effective Monday, March 23<sup>rd</sup>, 2020, the Main Office and lobbies at our branch locations will be temporarily restricting** regular walk-in traffic until further notice to comply with "social distancing" recommendations.
- **Drive-through lanes at our branches will be OPEN** during regular business hours to conduct routine transactions.
- **Lobby appointments are available** upon request for certain transactions such as opening new accounts, loan applications, safe deposit boxes, etc. by calling (606) 672-2344. You can also request an appointment at the drive-through.
- **ATMs are always available at each location.**
- Our **electronic banking options** continue to be available including **online banking, mobile banking, and bill pay**. For more information, visit [hydencitizensbank.com](http://hydencitizensbank.com).
- We will continue to utilize an adjusted work schedule for all employees to allow for social distancing within our staff during their work times.
- We have suspended all non-essential business travel for our staff until further notice.
- We will continue our in-house cleaning and sanitization processes to ensure we limit any exposure. This includes regularly cleaning and sanitizing the equipment used at the drive-through locations.
- Employees will also follow guidelines for frequent hand-washing and proper use of sanitizers.

We understand the vital role we play in our communities and it is with a heavy heart that we have made this decision, but we feel this is the best option at this time to protect our customers, employees and community. We value our dedicated employees, who staff and operate our offices, and thank them for their continued work throughout this unprecedented situation. We want to assure you that we will remain vigilant and always strive to do what is best for our customers and employees.

Thank you for trusting us to do all we can at this time of uncertainty and concern.

Sincerely,

A handwritten signature in black ink that reads "W. F. Brashear II". The signature is written in a cursive style with a long horizontal line extending from the end.

W. Fred Brashear II  
President & CEO