



November 16, 2020

Coronavirus COVID-19 Update

One of our highest priorities is the health of our staff, customers, and the well being of our community. At this time, First National Bank in Fairfield will be restricting lobby access to appointment only. With the recent surge in SE IA COVID-19 cases we have decided, we will allow lobby access through appointment only.

Services at our Branch location, 1900 West Burlington, Fairfield are suspended at this time. Night depository and ATM access is available at our Main Bank location, 100 East Burlington, Fairfield. In addition, our Drive Up hours at the Main Bank have been expanded to 8:00 am – 5:00 pm, M-F and 9:00 am – noon on Sat.

Below are some of the key points of our response plan:

1. Increased cleaning and sanitization efforts while reinforcing healthy habits for our staff;
2. Keeping our products and services fully available to you;
3. Monitoring the updates related to the virus; and
4. Enhanced risk monitoring and management.

Below are several ways you can access your First National Bank account(s) while our lobby is closed:

1. Customer Service: You can speak with a customer service representative Monday-Friday from 8am to 4pm by calling 641-472-4121.
2. Drive-Up: Main Bank only.
3. Online & Mobile Banking: Sign up for Online Banking on your computer and download our mobile app on your phone or computer (www.fnbfairfieldiowa.com).
 - Access your accounts, view transactions, transfer money between your accounts.
 - Deposit Checks with Mobile Check Deposit on our app.
 - Make Payments with Online Bill Pay
 - Send Money using People Pay.
4. Bank by Phone: 24/7 telephone banking by calling 1-800-261-8073.
5. In addition to our on-site ATMs, cardholders can make deposits, withdraw cash and transfer funds between accounts at many convenient ATM locations.

Please continue to check our website for updates.

Sincerely,

First National Bank in Fairfield