



## Important Information about Coronavirus (COVID-19)

As always, we remain dedicated to providing our communities the absolute best banking services available. Today's environment presents us all with new challenges. At The First, we are continuing to monitor the Coronavirus (COVID-19) situation and its impact on our clients' and employees' lives. At The First, family is at the heart of what matters most, and that family includes you. To protect our employees, customers and the communities we serve, we will be moving to drive-thru or lobby appointment only **STARTING FRIDAY, MARCH 20** until further notice.

- We encourage you to bank with us at our drive-thrus. You can find our locations [here](#).
- Lobbies will be open for appointment only. Please contact your [branch](#) directly to schedule an appointment to conduct business requiring physical access to the facility or to access your safe deposit box.

### Keep in mind, The First offers convenient solutions to banking without having to visit a branch.

- **Anywhere Banking** with our online or mobile services. Visit [www.TheFirstBank.com](http://www.TheFirstBank.com) to sign up or download our mobile app by searching The First, A National Banking Association. Our app allows you to use our mobile-deposit feature, transfer funds, access to our Bill Pay feature, track transactions, and more.
- **24/7 ATM** availability. We offer deposit capabilities at most of our on-site ATMs. A listing of our ATM locations can be found [here](#) or on your mobile app.
- **Telephone Banking** for balance information, 1-866-362-6477 - available 24 hours daily.
- Our **Customer Care Center** is here for you, 1-855-257-2265 - available Monday through Friday: 8:00am - 11:00pm CT, and Saturday & Sunday: 9:00am - 5:00pm CT
- If you have any issues with Online or Mobile Banking, please contact your nearest [branch](#) via phone or our Customer Care Center at 1-855-257-2265.

We remain dedicated to serving you, and are focused on maintaining continuous access to your accounts, your loans and your trusted bankers.

M. Ray "Hoppy" Cole, Jr.,  
President and CEO