

CORONAVIRUS (COVID-19) UPDATE

Our hearts go out to all the people and businesses that have been affected by COVID-19. Your health along with our employees' health is of the utmost importance.

Union State Bank is proactively implementing several processes that will protect our clients, staff, and community from the spread of COVID-19. Currently, there are no known cases within our company or among our employees' family members. We are continuing to take proactive measures to exercise our social responsibility as a corporate citizen to help minimize the spread of the virus. We ask that you please do the same; if you do not feel well consider staying home and evaluate your condition.

Drive-up Access Only- Beginning March 19, 2020 Until Further Notice:

- All Union State Bank locations will have limited public access until further notice in an effort to help prevent the spread of COVID-19. Service is available for deposits, check cashing, loan payments, cash withdrawals, transfers, and signing of papers at all of our locations through the drive-up windows. This precautionary measure comes from Governor Reynolds' direction to limit the gathering of more than 10 people until directed otherwise.
- The bank will follow the lead of local Public Health officials and guidance from Governor Reynolds on assessing the situation, which is an ongoing process.
- Union State Bank will strive to continue to deliver services and support to our clients with as little interruption as possible. As the situation continues to develop, we will be updating our website and social media to keep you informed.
- Most transactions can be processed through the drive-up, by phone, fax, mail, or via electronic banking. If you feel you need help, please call us at any of the numbers listed below.
- If you feel you require an in-person meeting, please call us for an appointment so we can be ready to serve you. We can make arrangements to help you access a safety deposit box, open an account, or meet with a lender.
- We are keeping our employees informed about the situation, as well as providing information about how to prevent the spread of the virus in the workplace. We feel confident that we are ready to respond quickly should additional actions be necessary.
- We have implemented our Business Continuity Plan which focuses on the evolving situation surrounding COVID-19. We place a high priority on the health and safety of our bank employees and clients.
- We are following the guidance from the Centers for Disease Control and Prevention (CDC) and Iowa Public Health Department.
- We want to make sure that our clients receive the service they are accustomed to. We have emergency plans in place should we experience a significant impact to staffing or building access. Above all, you should know that USB employees will work together to ensure financial stability and that services to our clients are uninterrupted to the best of our ability.
- Your deposits are safe and banking functions will remain available.

Consider These Banking Options

- Deposits can be made at ATMs, through our night depositories, via mobile deposit, or remote capture for commercial clients.
- Utilize electronic banking services to check balances, transfer money, deposit checks, and pay bills. Information for using our electronic products is available at our website www.usbiowa.com.
- Access our ATMs 24/7.
- Many transactions and inquiries can be handled by phone. Branch phone numbers are listed below.

Be Aware Of Scams

- Be on the lookout for phony emails, texts and phone calls as scammers are already committing fraudulent activity.
- Never share sensitive information. If you receive a suspicious email or text don't click on links or open attachments as they may be malicious.
- Always verify the authenticity of a website before making a donation or purchase.

Stay Informed

For current updates, please visit the following trusted websites:

- *Disease Control and Prevention* at www.cdc.gov
- *Iowa Department of Public Health* at <https://idph.iowa.gov>
- **211 IOWA** <https://www.211iowa.org> or call: 2-1-1, or 515-246-6555

Call our branches:

Winterset 515-462-2161

West Des Moines 515-440-2265

Truro 641-765-4525

Telebank 515-739-3051