



March 13, 2020

To our valued clients;

As Coronavirus events (Covid-19) continue to unfold Providence Bank/Premier Bank Texas wants to let you know what actions it is taking to keep you and our employees safe while continuing to support your banking needs.

The Bank is closely monitoring the Centers for Disease Control (CDC.com) for updates, including daily monitoring of locations where confirmed Coronavirus cases have been identified. The Bank is also monitoring State websites and other sources for the most current local information.

As part of its Response Plan, the Bank instructed its staff to implement stringent cleaning protocols, including the frequent cleaning of high-touch surfaces with strong disinfectant products. Cleaning staff were requested to use stronger disinfectants and disinfecting supplies have been distributed throughout the Bank.

In the event it is necessary, we have plans that will enable our staff to work remotely to continue to meet your banking needs. If you wish to avoid contact with our staff, our advanced technology allows you to conduct transactions remotely. Our ATMs are available 24/7 to meet your immediate cash needs. Please visit our website for hours and ATM locations at www.myprovidence.bank/locations. Our suite of Electronic Banking products includes online and mobile banking, bill pay, pay a person, mobile deposits (for both personal and business accounts), bank-to-bank transfers and more. Want to make a loan payment online? It's easy with on-line Smart-Pay. To learn more about how you can safely bank from home or office, visit us at www.myprovidence.bank or give us a call at 1-888-206-2730.

We are also communicating with our critical vendors to make sure they have appropriate response plans and protocols in place to help ensure uninterrupted services.

During these unusual times please remember to remain vigilant against fraud. When communicating with our staff, we may ask you for information to verify your identity, but you will never be asked to provide a user-id or a password.

To protect you, your family and associates, the Centers for Disease Control recommends taking the following steps:

Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact

- Avoid close contact with people who are sick.
- Put distance between yourself and other people if COVID-19 is spreading in your community. **This is especially important for people who are at higher risk of getting very sick.**

Stay home if you're sick (except to get medical care).

Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Wear a facemask if you are sick

- **If you are sick:** You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
- **If you are NOT sick:** You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

Clean and disinfect

- **Clean AND disinfect frequently touched surfaces.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **When surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.

For additional information visit the Centers for Disease Control at CDC.com. For updates on Providence Bank's actions, please visit our website at www.myprovidence.bank.