



March 18, 2020

**Dear Valued Providence Bank/Premier Bank Texas Clients,**

We know you are likely receiving numerous communications related to COVID-19 (Coronavirus). We want to assure you that Providence Bank/Premier Bank Texas is committed to doing our part to keep our community, clients and employees safe and healthy. Given the guidance from the CDC (Centers for Disease Control and Prevention) to limit the spread of COVID-19, and as a precautionary measure, **Providence Bank/Premier Bank Texas has decided to move the majority of in person transactions to our drive thru lanes only effective March 19, 2020.** This means that our **lobbies will be closed to walk-in traffic**, until such time as it is safe to reopen the lobbies. During this time, we will allow access to **Safe Deposit Boxes by appointment only and will make other appointments for banking transactions such as new accounts.** If you have an important, time sensitive desire to access your box or have a banking need that cannot be accommodated through the drive thru, please call us at (888)206-2730 to reach your local banking center.

As a reminder, we have various delivery channels for access to your accounts and to conduct transactions:

- **ATMs**
- **Online Banking**
- **Mobile Banking**
- **Telephone Banking**
- **Remote deposit**

Other services which may assist you during these times may include:

- **Debit Cards**
- **Bill Pay**
- **eStatements**
- **Online Loan Payments**
- **Online Loan Applications**
- **Online Consumer Account Opening**

Please visit our website at [www.myprovidence.bank](http://www.myprovidence.bank) for more information.

In addition to your well-being during this challenging time, **keeping you safe AND taking care of your banking needs are our top priorities.** If we may be of service during this time, please contact one of our banking centers and we will set up appointments to fulfill your needs. We

sincerely appreciate your understanding and THANK YOU for banking with Providence Bank/Premier Bank Texas. Member FDIC

Sincerely,

Kit Stolen  
President & CEO