

March 19, 2020



Dear Customers and Friends:

The safety and wellbeing of our employees and customers is our top priority, as well as our availability of service to you during this outbreak of coronavirus (COVID-19). Out of an abundance of caution we will close our lobbies and offer drive thru service banking effective Friday, March 20th until further notice. At this time, customers can make appointments for additional banking services. We will continue to monitor the situation closely and if there are any additional changes to our operations, you will be notified at that time. We have an established business continuity plan as well as a Pandemic Policy that prepares us to manage our operations in situations like this.

We are actively monitoring reports and briefings regarding COVID-19 and following the recommendations posted by the Centers for Disease Control and Prevention (www.cdc.gov).

They recommend:

- Wash your hands often and avoid close contact with people that are sick
- Clean and disinfect
- Cover coughs and sneezes and wear a face mask if you are sick
- Practice safe distancing and limit travel

For your convenience at this time, you may use our suite of electronic banking products where you can access your accounts and manage your money, 24 hours a day, 7 days a week.

- Online Banking – View transactions, transfer funds, make loan payments, and more
- Telephone Banking-Call 478-763-2122
- Mobile check deposit through our Mobile Banking app
- Cash withdrawals through our ATM networks
- Pay bills using Bill Pay
- Debit Card and Account Alerts
- Electronic Statements

To learn more about or enroll in these services contact one of our offices or visit us online at WWW.DURDENBC.COM

We understand these are uncertain and unsettling times. Please be assured we are focused on providing you access to your money and our many banking services. As the situation progresses, we will communicate as appropriate.

Sincerely,

A handwritten signature in blue ink, appearing to read "G.W. Johnson Jr.", is written over the typed name.

G.W. Johnson Jr.

President & CEO