



These are unprecedented times as we continue to observe all of the daily changes with Coronavirus (COVID-19). We want to take a moment as we end this hectic week to ask everyone to stop, for just a moment, and take a breath. We are all feeling the stress that comes in times of challenge. We are all in this together, and we will get through it.

Arbor Bank has been here for 155 years. We've seen challenges before, and we are here to help.

Please call **(800) 472-3388** if you need any assistance with your banking needs.

Currently Drive-Thru window lanes are open at all branches and our lobbies are open by appointment. We continue to provide banking services to customers through ATM's, Online Banking, and the Arbor Mobile app, 24/7.

Also, we have invested heavily in this technology so that you can safely and securely bank from anywhere. Visit our website www.ArborBanking.com where you can learn more about [Online Banking](#) and the [Arbor Mobile](#) app. With these services you can:

- Make Payments online
- Access your accounts & check balances
- View transaction history
- Deposit checks and more

There are helpful videos on our website to get you started:

Online Banking: <https://www.onlinebanktours.com/mobile/?b=1345&c=43206>

Arbor Mobile: <https://www.onlinebanktours.com/mobile/?b=1345&c=26495>

There are some other things that we want you to be aware of. First, the fraudsters are out. Unfortunately, there are several scams that have come to our attention and we want you to know about them. The Financial Crimes Enforcement Network (FINCEN) has created a resource listing several of these fake apps, websites, phishing scams, etc.: <https://www.fincen.gov/news/news-releases/financial-crimes-enforcement-network-fincen-encourages-financial-institutions>

It's a good idea to check this site often and stay informed.

Most of all, please stay healthy. In case you haven't seen them, we're including some federal and state links to help guide you with questions or concerns:

CDC - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> or <https://www.coronavirus.gov/>

FDIC - <https://www.fdic.gov/coronavirus/faq-customer.pdf>

Nebraska - <http://dhhs.ne.gov/Pages/Coronavirus.aspx>

Iowa - <https://idph.iowa.gov/>

Or call 211 for information and referrals covering many topics related to Coronavirus (COVID-19).

Thank you for your business and your continued partnership with Arbor Bank.