

FNBSF Team,

Thanks to all of you for being patient as the Pandemic Response Team continues to learn as circumstances change with the COVID-19 pandemic.

FNBSF remains open, and we are committed to meeting the needs of our customers during this challenging time. But the times require us to think differently about how we serve our customers and protect the well-being of our teammates.

Starting Thursday, March 19, 2020, our bank lobbies will be closed to ensure that teammates and customers are as safe as possible. Customer interaction inside branch locations must be by appointment only because social distancing and limiting person-to-person contact remains the most effective way to limit the spread of Coronavirus.

- **Drive-ups will remain open to provide services to our customers and communities.** Anyone handling money, documents, bags, or taking items from customers should use provided gloves and hand sanitizer and practice regular handwashing techniques.
- **Please encourage customers to use online or mobile banking** or to contact customer service (605-335-5200) to handle transactions.
- **Please review the [customer communication and the door signs](#)** so you're familiar with how we will share this "Lobby Closed" message with our customers and community.
- **Dress code – All teammates may wear corporate logo wear tomorrow and all of next week.** We will notify you if we extend the logo wear dress code beyond next week.

Teammates who have their scheduled hours affected by lobby closings will receive full compensation; we will continue to evaluate this as the situation evolves. All teammates at our branches who are scheduled to work are expected to report to work. We ask that during these extraordinary times, teammates and managers work together to schedule appropriately.

We also want to remind all of you of the following best practices and FNBSF requirements:

- Avoid gatherings in excess of 10 people.
- Minimize unnecessary trips in public and maintain good (> 6 feet) social distancing.
- Suspend all FNBSF business-related travel.
- Reconsider any personal travel at this time and report any planned travel to your manager and Employee Experience so they can discuss it with you. Follow our updated [COVID-19 Employee FAQ Illness & Remote Work](#) guidance.
- Follow our Wabli [employee update page](#), and check your email daily, to get the latest news. We will use One Call Now to send urgent messages.
- If you have a Surface or laptop computer, please take it home with you at night, even if you do not currently have remote access.

We are here to help and support you. Events like this challenge our well-being with added stress, anxiety, logistical, and life concerns. Please remember all FNBSF teammates have access to five consultations with a licensed mental health clinician per issue, per calendar year through our Employee Assistance Program (EAP). We strongly encourage teammates to take advantage of EAP.

Please let us know if you have any questions or concerns regarding these ever-changing items. Thank you for all you do each and every day for FNBSF!

Chris