

Metro City Bank Coronavirus-19 Information

The health and safety of our employees, customers, and communities are our highest priority. We are monitoring the situation closely with the Centers for Disease Control and World Health Organization to ensure we are acting on the latest guidance.

We recognize the trust you place in us as your financial institution. That is why we want to share with you the actions we are taking at Metro City Bank to keep our employees and customers safe during this COVID-19 outbreak.

What Metro City Bank is doing for safety:

- Increased focus on disinfecting all the high-touch areas around the bank including the ATM's, door handles, elevator buttons, keyboards, and, phones
- Increased the number of sanitizing areas available in all branches and offices
- Asking all employees who are sick to remain home
- Asking all employees who have traveled to high risk countries that are identified on the CDC's Coronavirus Travel Information Website, or lives in the same household with someone who has recently traveled to one of those identified regions, to self-report to the manager and remain at home for at least 14 days
- Encouraging social distancing by conducting meetings by teleconference or webinars
- Encourage everyone to follow the guidance provided by the CDC to help prevent the spread of respiratory diseases at home in the workplace and while traveling

What Metro City Bank is doing to continue operations:

- Our Pandemic Response Team is meeting daily to discuss, plan, and practice, our contingency plans, designed to help us continue to operate, and limit any impact to your business while keeping safety at the forefront.
- We will update any branch closings on our website as needed
<https://www.metrocitybank.bank>

What **YOU** can do:

- Stay up to date: For more information on COVID-19, visit <https://www.cdc.gov/coronavirus/2019-ncov/>
- Follow CDC's Self Quarantine guidance on staying home during the 14 day period if you or anyone in the same household have traveled to a high risk area noted on the CDC Travel Page <https://wwwnc.cdc.gov/travel/>
- Wash hands often with soap and water for at least 20 seconds. If soap and water are not available use an alcohol based hand sanitizer.
- Avoid touching our eyes, nose, and mouth with unwashed hands

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- Avoid close contact with people when you are sick
- Talk with your doctor and stay at home when you are not feeling well
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw tissue in the trash
- Be aware of scams – Watch out for suspicious email and text messages, medical supply scams, and fraudulent donation sites that may impersonate a company, charity, or government agency that may try to convince you to share personal information such as username and passwords, make purchases or donations on spoof websites. Always verify authenticity before making a purchase.
- Learn more about our online and mobile banking features, so you can bank from almost anywhere 24 hour a day, 7 days a week. Download our mobile app to deposit checks, pay bills, transfer money, set and receive alerts, and send and receive money through Zelle: <https://www.metrocitybank.bank/zelle>
- Locate branches, telephone numbers, and ATM's near you by going to our website at www.metrocitybank.bank
- We encourage you to access your account from home as much as possible