

Amalgamated Bank of Chicago takes the health and safety of our customers and employees seriously, it is our top priority. At this point, you are probably aware of the outbreak of a respiratory illness caused by a novel coronavirus (2019-nCoV infection or COVID-19). We are here to serve you and we want to share information with you about how we continue to operate safely and effectively.

### **How We Will Continue to Provide Exceptional Service**

- We are monitoring a variety of sources, including the U.S. Centers for Disease Control, World Health Organization, Federal, State of Illinois and local health authorities for the latest updates and recommendations affecting our operations and customers.
- We have had in place a Pandemic Preparedness Plan for the last few years that is tested on an annual basis. The Plan's purpose is to sustain essential operations during a pandemic, minimize damage to the Bank caused by the pandemic, and ensure our ability to recover quickly from the pandemic's effects. Our preparations have included enabling employees to work at remote locations using secure technology and equipment. We feel confident that our past efforts in developing and testing our Plan will allow us to continue to provide you the services that you will need during this evolving situation.
- For your safety, we have increased the frequency of cleaning at our branches, have made hand sanitizer available, and are educating our customer service employees on best practices recommended by the U.S. Centers for Disease Control.
- Use our online and mobile banking solutions. Our commercial customers can use [ABOC Link](#) and our retail customer can use [ABOC Express](#) for your day-to-day banking transactions from almost anywhere. Download our mobile app [Google](#) and [Apple Store](#) to deposit checks, pay bills, transfer money, and set and receive alerts.
- To deposit checks easier from your own home or business, use our consumer and commercial remote deposit capabilities.
  - For your home, use our ABOC Express mobile app to make hassle-free deposits with images.
  - For your business, use a small tabletop scanner in conjunction with our internet-based remote deposit service to electronically deposit checks to your account of choice without leaving your office, seeing the credit to your account the same day. Also take advantage of access to images of the scanned items, for easy reference, from within the online repository.
- We believe it is important to help our customers during these challenging times. If in need of assistance, please call your account officer to discuss options available for your consumer and commercial lending, cash management and deposit products.
- Out of abundance of caution, and as part of our ongoing efforts to protect the health of our employees and customers from the potential impacts of the

coronavirus, we have enacted new business travel restrictions, both local and nationwide.

**How you can protect yourself, your family and friends from the Coronavirus by taking these actions to help slow its spread:**

- Get vaccinated. Stay home if you're sick.
  - Keep your distance (6 feet or more) from others at home or if you have to leave (to visit the doctor's office).
  - If you have a fever, stay home for at least 24 hours after your fever is gone without using medicine that lowers fever.
- Cover your coughs and sneezes.
  - Cover your nose and mouth with a tissue.
  - Throw away used tissue after one use when you're done.
  - Use your sleeve or elbow if you don't have a tissue.
  - Wash or sanitize your hands.
- Wash your hands often.
  - Wash your hands often with soap and water for at least 20 seconds (the time it takes to hum the "Happy Birthday" song twice), especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
  - Use hand sanitizer with at least 60% alcohol if you don't have soap and water.
  - Open doors with your closed fist or hip. Do not grasp the handle with your hand, unless there is no other way to open the door.
- Wash your hands before touching your eyes, nose, or mouth.
  - Clean frequently touched surfaces and objects.
  - Use soap and water, a bleach and water solution, or products with a label that says "EPA-approved" to clean items, such as handrails and doorknobs.
  - Always follow the directions on product labels.
- For information on the novel coronavirus, please refer to the Centers for Disease Control and Prevention's website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

**Finally, beware of scams.** Look out for suspicious email and text messages, medical supply scams, and fraudulent donation sites that may impersonate a company, charity, or government agency. The intent is to convince you to share sensitive information such as usernames and passwords, make purchase or donations on spoof websites, or download malware onto your device by opening a malicious attachment. If you receive a suspicious email or text message, don't respond, click on any links, or open attachments, verify the authenticity of any website before making a purchase or donation.

As you can imagine, the current outbreak is a fast-changing and evolving situation. Be assured that Amalgamated Bank of Chicago is here to address your banking needs. Hopefully, as you would do in any other situation, contact your account officer if you have any questions or if we can be of any assistance to you or your business.