

March 13, 2020

To Our Customers:

As the circumstances regarding the coronavirus (COVID-19) continue to unfold, Lumbee Guaranty Bank is committed to closely monitoring the evolving situation. The health, safety, and well-being of our customers and employees remains our top priority, and we have a team actively monitoring recommendations from Federal, state and local authorities. We are communicating regularly with our employees concerning the best practices recommended by the Centers for Disease Control and Prevention (CDC) and have educated our staff on steps to protect both their health and the health of our customers.

We want to strongly encourage all our customers to take advantage of our self-service banking options. You have multiple ways to access your account 24/7/365, including online banking, mobile banking, phone banking, and our ATM network. Whether you want to view balances, check your statement, transfer funds, make payments, or access cash, our multiple service delivery channels can help you manage your finances quickly and conveniently. For more info, visit our website at <https://www.lumbeeguarantybank.com/services.html> or contact your local branch listed here: <https://www.lumbeeguarantybank.com/about-locations.html>.

If you are facing financial difficulties because of COVID-19, we want to help. We are here to serve you so, please contact us at your convenience.

Please be assured that we will continue to monitor this rapidly changing situation and that we will continue to share pertinent information via email, our website, and our Facebook page.

For additional information about COVID-19, visit the CDC online at [cdc.gov](https://www.cdc.gov).

Sincerely,

Kyle R. Chavis
Chief Executive Officer

Member FDIC