

A MESSAGE TO UBI CUSTOMERS ABOUT REOPENING OUR LOBBIES

We are grateful for your loyalty and support during this unusual time and look forward to reopening our lobbies soon. We are pleased we have been able to provide the service you have required by appointment, through our drive-ups, Online and Mobile Banking, ATMs, and night deposits over the past several weeks.

The next step will be to start reopening our lobbies, however, we may not do it all at once. Individual United Bank of Iowa lobbies will start reopening with a community-focused approach based upon local levels of COVID-19 transmission, according to state and local regulations, and when we are confident we have appropriate safety precautions in place. As we prepare for your return to our facilities, the health and safety of our customers, employees, and communities has remained our highest priority.

Here's a preview of what **WE** are doing to keep everyone safe:

- We are following social distancing guidelines and will be reminding visitors to maintain six feet or more distance. This may require some special instruction the first time you come to the bank.
- Our staff will be wearing masks when social distancing guidelines cannot be met and at other times as a precaution.
- At times gloves will be worn by staff for tasks that require more protection.
- Protective shields have been installed at the teller line and other areas to provide a barrier between the customer and the employee.
- Hand sanitizer stations will be in the lobby for customers and employees to use regularly.
- In addition to a thorough cleaning and sanitizing prior to opening, special attention will be given to sanitizing door knobs, handles, railings and other high touch surfaces throughout the day.

When we reopen, here's what **YOU** can do to keep everyone safe:

- Even when our lobbies open, we encourage you to continue banking from a distance when possible. Contact your favorite UBI banker by phone, email, or text and use our drive-up, night deposit, ATM, and Online and Mobile Banking.
- Please stay home if you are sick. If in the past 14 days, you, or anyone in close contact with you, has a fever (100.4 or higher), shortness of breath, cough, been tested positive for COVID-19 or has been exposed to anyone who has tested positive or experiencing COVID-19 symptoms, do not come to the bank. Call us and we will find a safe way to help you.
- If you do come to the bank to do your business, please maintain the recommended six feet or more social distancing at all times between other customers and employees.
- For the safety and health of all, we support the recommendation to wear a mask when out in public. If you do wear a mask when entering our office, you may be asked to briefly drop your mask so we can properly identify you. If you do not wear a mask when entering our office and your business will not allow the six foot social distancing to be maintained, you will be provided a disposable mask.

Due to continually evolving COVID-19 information, our reopening plans could be further refined and revised. Updates regarding when lobbies will reopen and our hours will be posted on Facebook and www.unitedbk.bank, Resources tab, COVID-19 Information.

Thank you for your loyalty and support. We look forward to seeing you **IN** a United Bank of Iowa facility soon.

