

Dear Valued Customers,

The Commercial Bank is committed to maintaining a high level of preparedness to meet your financial needs for a range of scenarios, including those relevant to the recent public health emergency caused by the coronavirus (COVID-19). We want to reassure you that our services are fully operational and we do not anticipate any business disruptions. Customers should continue to follow their normal procedures for contacting The Commercial Bank. Our branch teams are available and ready to help you. We've ensured that our branches, including ATM screens and key pads, are cleaned daily with EPA-approved disinfectants and we have hand sanitizer available in our branches. While we love the opportunity to visit with our customers, we are asking anyone that feels sick or has a cough or cold to please use our drive-thru as to limit physical contact. We also encourage you to utilize online banking, mobile banking and telephone banking to help minimize health risks. Please call the bank if you need assistance setting up any of these electronic channels.

Remember that fraudsters don't go away during a time of crisis. Please stay alert for any scams that may be taking place during these uncertain times. The Commercial Bank will never make an unsolicited call or email to request confidential information.

Like you, one of our concerns is for the safety and well-being of our employees, their families and our facilities. We have taken proactive steps to help ensure the ongoing health of our Commercial Bank employees, including educating them about prevention, providing hygiene-related precautions and requiring sick staff to remain at home.

Despite the threat posed by COVID-19, The Commercial Bank remains committed to serving you and your families. You are our customers, part of our family and together we will get through this.

Tim C. Thompson
President
The Commercial bank