



## COVID-19 Update

The health and safety of our communities, customers, and our bank staff remains our priority. It is an honor to be your bank and financial partner as we continue to serve you.

First Federal Savings Bank has re-opened our lobbies in Rochester, Winamac, Bremen, and Plymouth with our usual banking hours. Our Elkhart and Mishawaka location lobbies will remained closed until further notice with drive-thru transactions available.

For your new and existing loan services, deposit new account services, and financial services we are encouraging you to make appointments by contacting your local office to continue limiting our lobby traffic and to assist in keeping you, our staff, and other customers safe.

We continue to follow CDC, State of Indiana, and local authorities guidance for the health and safety of our customers and employees. Branch traffic may be limited to ensure that social distancing guidelines of maintaining separation of at least 6 feet is maintained. We continue to clean and disinfect our facilities to ensure sanitized banking services for the safety of our customers and staff.

We ask that you be free of any Coronavirus symptoms of cough, fever, or shortness of breath if you plan to visit our open lobbies or make an appointment. Face coverings are encouraged to promote your own safety and that of bank staff and other customers. We will meet with you either behind a protective shield or we will be wearing a face covering. We may ask for additional identification verification because of the use of face coverings.

Please know the following service options are available for your safety and convenience:

- Drive thru facilities including ATM's;
- Debit Card and ApplePay for cashless purchases;
- Zelle person to person payments;
- Online, Mobile, & Telephone Banking;
- Online Bill and Loan Payment Services;
- Curbside and drive thru document signing;
- Appointments available for all other banking services

With our suite of digital services, you have the ability to check balances, view transactions & check images, view statements, make loan payments and transfers, pay bills, deposit checks with mobile deposit, and manage your accounts.

Be aware of fraud and scam attempts. Please be reminded we will never ask for confidential information such as your name, password, personal identification number (PIN), social security number, or other account information over the phone, in an email, or text message. We take financial security very seriously.

Please contact us if you have any questions or concerns You may email us at [online@firstfederalbanking.com](mailto:online@firstfederalbanking.com) or call us at 800-422-3372 Monday through Friday, 8:30 AM until 5:00 PM and Saturdays 8:30 AM until 12:00 PM