



COVID-19 Update

The health and safety of our communities, customers, and our bank staff remains our priority. We are excited to continue to serve in our open lobbies, by appointment, through our drive-thru lanes, and with our suite of digital services. It is an honor to be your bank and financial partner as we continue to serve you.

First Federal Savings Bank lobbies are open in Rochester, Winamac, Bremen, Plymouth, Elkhart and Mishawaka with our usual banking hours, subject to change.

The State of Indiana has issued a mandate requiring face coverings. As you visit the bank, please wear a face mask to promote your own safety and that of bank staff and other customers. We will be wearing face coverings and/or be positioned behind protective shields as we serve you.

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. We may ask for additional identification verification because of the use of face coverings.

We continue to encourage you to schedule appointments for services other than routine teller transactions in our lobbies as we continue limiting our lobby traffic and to assist in keeping you, our staff, and other customers safe. Please know the following service options continue to be 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

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 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