



March 11, 2020

To our Signature Bank Clients;

As we continue to follow developments regarding COVID-19, also known as Coronavirus, Signature Bank's focus is on the well-being and safety of our clients and employees. We are closely monitoring the situation and stand prepared to respond proactively based on the ever-changing situation.

At this time we encourage all Signature Bank clients to be aware of the products and services available by the bank in the event the virus continues to escalate. These include using our Night Depository, Online Banking, Bill Pay, Mobile Deposits, e-Deposit, ACH, Wire Transfers, as well as Credit and Debit Card payments.

In addition, we have a company-wide Critical Event Emergency Plan and Pandemic Plan in place to ensure we are able to complete critical business functions with limited staffing or remote work access. Signature Bank will continue to share health information, including prevention tips from the Center for Disease Control with employees.

Because the situation is changing daily, we will continue to monitor the recommendations of the Center for Disease Control and provide updated communications to you as needed.

If you have any questions about the services mentioned above or would like to enroll in any of the services, please call us at 419-841-7773 or email us at onlinebanking@signaturebankna.com

We remain focused on Gold Standard Service and believe we are well prepared to respond to the unique and unknown impact of this virus.

Best Regards,

A handwritten signature in black ink, appearing to read "Richard".

Richard J. Brunner
Chairman & CEO