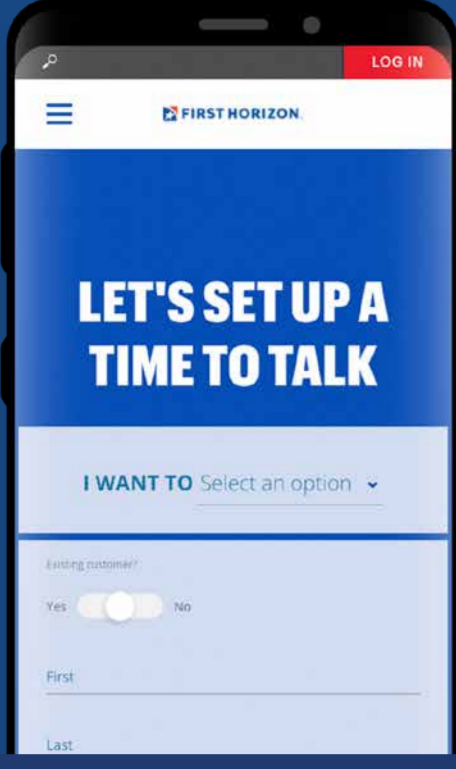
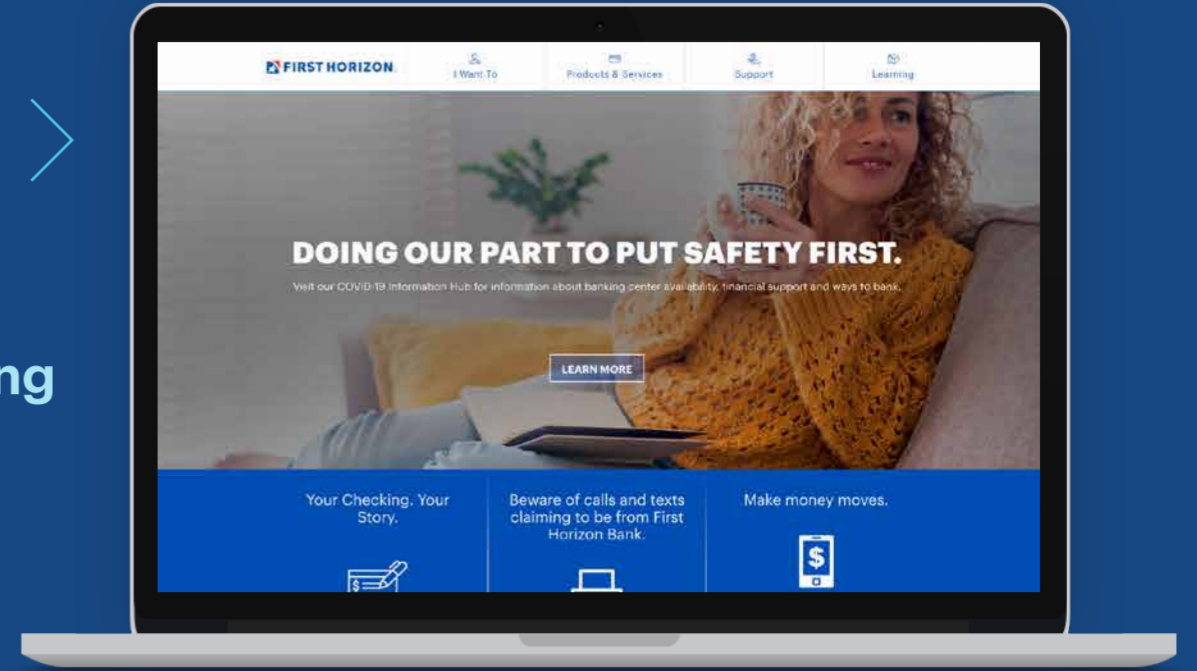


Ways We Helped Our **Customers** Keep Banking During COVID-19

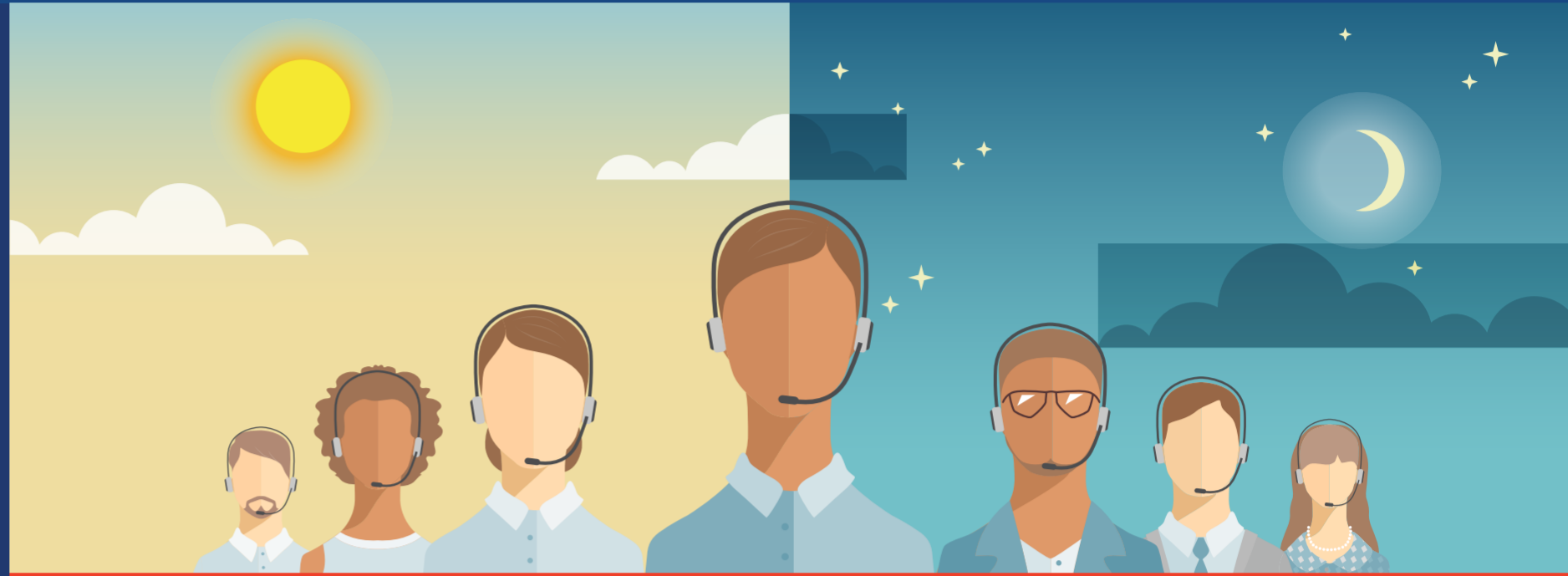


Built customer resource website and updated daily

Encouraged social distancing with ATM, drive-thru & appointment-only services to our 269 branches



Waived ~\$100K in fees, provided mortgage forbearance and commercial deferrals



Expanded ATM, mobile & online/call center customer service

Access to Funds: How We Provided Government Support via the Paycheck Protection Program (PPP).



Approved more than **13,000 loans** for small businesses totaling **\$2.1B**



22% of the PPP loans went to women-owned and minority-owned businesses as well as businesses located in low-to moderate-income tracts



Helped sustain over **300,000** jobs across our communities

Access to Resources: How We Provided **Community Support**

Created a **\$2.5M** relief fund for non-profits serving more than **101** organizations

Impact areas included:



Meal / Food Support



COVID-19 Testing



Health Services



Personal Protective Equipment



Human Services

Access to Health and Safety: Our **Commitment to Employees**



50% of employees working remotely



Enhanced benefits including offering more paid sick leave and covering backup dependent care expenses



Prioritized healthy behaviors at work to be a top priority. Followed CDC and local guidance to help avoid the spread of COVID-19

How Corporate Leadership Approached **New Ways to Operate**



Created pandemic response task force with senior leaders



Implemented business continuity plan, including remote work policies



Regularly communicated CDC guidance and updates, so employees remained informed and safe, including use of PPE and healthy cleaning practices

