

Emerald Bank

333 Main Street
Burden, Kansas 67019
620-438-2212

Update on COVID-19

www.mybankathome.com

Member FDIC

305 E. Main Street
Oxford, Kansas 67119
620-455-3326

To Our Valued Customers:

As the Coronavirus continues to impact communities across this country, Emerald Bank is making the health and well-being of our employees, customers and community our top priority. **Our Bank Lobby will be closing effective Wednesday, March 25, 2020, but our Drive-up window will be open from 8:30 A.M.–5:00 P.M. Monday-Friday in Burden and 8:30 A.M.–4:00 P.M. Monday-Thursday and 8:30 A.M.–5:00 P.M. on Friday in Oxford.** We will re-open the lobby as soon as it's safe to do so.

Our bank is open for business, but we do request you utilize our drive-up window, night deposit, bank by mail, or our online and mobile banking platforms. We recommend loan requests be by telephone, email or by appointment. You may reach us at 620-438-2212 or 620-455-3326 to schedule an appointment. You can perform all of the activities that are routinely available, including checking balances, make deposits, transferring funds and paying bills. You can also retrieve cash from your checking account by using the ATM or your debit card. We are receiving and crediting direct deposits, such as social security and payroll on a daily basis.

At times of uncertainty, one thing you can always count on is the safety of your money at Emerald Bank. It's FDIC-insured and accessible, thanks to bank technology that allows you to pay bills, make deposits and send payments from anywhere, anytime. We want you to know Emerald Bank is prepared, your deposits are safe, and you will have continued access to your funds.

Emerald Bank has plans in place to handle a range of emergencies so our customers' funds remain protected. Emerald Bank's federal regulator, Federal Reserve Bank, regularly examines the bank to make sure we have detailed, tested disaster recovery procedures and business resumption plans.

We encourage our customers to reach out to us to let us know if they have been affected by the coronavirus. We are happy to discuss with you a range of assistance options depending on your circumstances. That help can include having certain fees waived, deferring loan payments, and loan modifications, providing temporary credit lines or simply instructing you on how to use our online banking tools. Emerald Bank is here to help.

Thank you for your understanding and patience during this time. Our thoughts are with you and your family, and we sincerely hope all are safe and healthy.

Sincerely,



Debbie Lampson
President