

TAKING CARE OF CUSTOMERS...  
and those who should be.



## MidWestOne Bank Is Addressing COVID-19

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The safety of our customers, employees, and communities is our highest priority. We are paying close attention to the recommendations made by the [Centers for Disease Control](#) and local health officials. As events unfold, we will take necessary steps to protect the health of our customers and employees.

### Simply Better Banking: All Day, Every Day, Your Way!

The best and safest way to bank is to enroll in and use [online and mobile banking](#). Our online and mobile tools let you safely manage your money whenever you have Internet access. Without leaving your home or office you'll be able to:

- Check your account balances
- Receive payroll and direct deposits
- Deposit checks
- Make payments
- Transfer money between accounts

### Limited Lobby Access

We are following the recommendations from health experts to use social distancing. Regular lobby hours will be suspended at most branch locations to prevent the community spread of the virus. **Please make your transactions through drive-up windows.**

To visit a banker in-person or to access your safe deposit box, please call your local MidWestOne office and make an appointment at a time that is convenient for you. Limited lobby access will remain in effect until further notice. We are also closing our community meeting rooms to outside organizations.

Our customer service team welcomes your calls at 1.800.247.4418 Monday through Friday from 7:30 am to 6:00 pm, and Saturday from 9:00 am to 1:00 pm.

### Preparation for Coronavirus

We continue to prepare for COVID-19 and how it may impact our customers and employees. Regular communication is shared with employees about travel guidelines and restrictions as recommended by the [Centers for Disease Control](#). We are following cleaning guidelines for common areas in our banks. Most important, if employees are sick, they must stay home.

We're in this together! Remember, basic hygiene practices are very important in fighting the spread of disease. Cover your cough or sneeze with your elbow. Use hand sanitizer and wash your hands frequently especially after being in public areas.

**We appreciate your business and your trust in us! Together we will get through this and we look forward to any opportunity to serve you.**