



Dear First Jackson Customer,

The World Health Organization (WHO) has named COVID-19 (Coronavirus) a global pandemic. Schools and businesses around the country are closing, hospitals are at capacity, and events are being cancelled. While this deserves our utmost respect and we must follow the direction of our governmental leaders, it is important to remember that most people who get sick with COVID-19 have mild to moderate illness and recover without hospitalization.

At First Jackson Bank, the safety and well-being of our customers and employees is our highest priority.

We are following the guidance of the CDC and making temporary changes, like no handshaking in branches, to support efforts to contain the spread of the virus. We will do our best to not disrupt any banking services or restrict access to our locations, unless it is in the best interest of our customers and employee's safety. Here are some additional precautionary steps we've taken to do our part:

- We have increased cleaning and sanitizing for all branch locations.
- We are arming our associates with information on how best to handle people potentially exposed to the virus.
- We have temporarily restricted any unnecessary social activities and are utilizing electronic communications to conduct business when possible.
- We have a mobile banking application that can be used.

Thank you for banking with us. We look forward to the day when we can shake hands again. We might even High-five!

We are concerned for your safety!