



At Liberty National Bank, the health and well-being of our customers, colleagues and communities are our top priority. Given the continued concerns around COVID-19 spiking and to help support community health management efforts, we are temporarily suspending lobby access at our branch locations. These changes will go into effect Monday, November 16, 2020. We will continue to monitor health developments around COVID-19 and evaluate returning to lobby banking on an ongoing basis.

We continue to offer many options to serve your banking needs:

#### **Banking by Appointment**

For services that require personal attention, such as lockboxes, loan closings, or other services we are making appointments that meet safety and social distancing protocols, including the taking of temperatures. Please contact us at 419-673-1217 to set up an appointment if needed.

#### **Online and Mobile Banking**

We encourage you to manage your accounts using online and mobile banking. These 24/7/365 services allow you to safely view transactions, check balances, make payments, deposit checks and more – right from the comfort of your home.

#### **Drive Thru and Night Deposit Box Services**

Our drive thru services remain available during regular hours and offer most banking services. For your safety we recommend using the lane closest to the building and ask you to be alert to other traffic. Customers may also continue to use the night drop boxes available at locations where they are available.

#### **ATMs**

Our ATMs, located outside of branch lobbies, are accessible 24/7/365.

#### **Telephone**

As always, you are welcome to call our locally based Customer Service team at 419-673-1217. Please note, you may experience an extended wait time due to high call volume. Your patience is appreciated.

#### **New account openings**

New accounts can be opened online. Please call us if you have any questions regarding account opening options.

#### **We're here for you**

For over 126 years, we have dedicated ourselves to our customers and communities. We remain steadfast in our support and will continue to be here for you. If you've experienced a disruption in income as a result of COVID-19 and need assistance, please give us a call to discuss your personal situation and to learn how we might help.

We look forward to continuing to serve you and re-establishing full branch services once the need for social distancing diminishes. If you have any questions, please contact me at 419-673-1217.

Sincerely,

A handwritten signature in black ink that reads "Ronald L. Zimmerly, Jr." with a stylized flourish at the end.

Ronald L. Zimmerly, Jr.  
President & CEO  
Liberty National Bank

For more information about COVID-19, visit the CDC site, [www.cdc.gov](http://www.cdc.gov)

