

## Eagle Savings Bank Coronavirus Support

At Eagle Savings Bank we work to serve our customers at all times. As we recognize this is a challenging and unprecedented time, we want to assure our customers, employees and community that we are monitoring the impact of the COVID-19 coronavirus. We want to assure you we have a business continuity plan in place to ensure the continuation of our operations.

### Support for our Borrowers

Eagle Savings Bank is offering relief to our customers experiencing hardships as a result of the COVID-19 Pandemic. If you are seeking financial relief from any current loan obligations with Eagle Savings Bank, we ask you to reach out to our team as follows:

- Commercial Lending customers - Please contact Ray McCleese at 513-233-7177
- Residential Lending customers - Please call 513-233-7172 to speak to a company representative.

### Support for Employees

Eagle has announced measures to help mitigate the impact of COVID-19 on its employees' lives. In addition to enhanced enterprise-wide cleaning efforts, Eagle has suspended all non-essential business travel, implemented guidelines for personal travel, required all in-house meetings to be conducted via conference call, and as appropriate, is utilizing a remote work from home policy. **All employees have been provided the requirements regarding General Office Environments and Consumer, Retail & Services provided by the Ohio Department of Health and have been instructed to follow these mandatory standards.**

### Branch Services

To support the efforts of public health authorities and to help curtail the spread of COVID-19, Eagle is expanding its social distancing practice by modifying the operations of its main office center and branch offices.

**We ask that you review our guidelines on entering our branch lobbies including the following:**

- **Please adhere to social distancing guidelines**
- **Do not enter our facilities if you have a fever or have any COVID-19 symptoms.**
- **For security and safety, upon entering our facilities, we ask that you temporarily remove your facemask so we are able to confirm your identity. If you wish to continue to wear your facemask, we ask that you use our drive-thru services. We may ask for additional documentation from you in order to confirm your identity.**

In addition, we recommend that you take advantage of the following resources at [www.eaglesavings.com](http://www.eaglesavings.com) to assist you in many of your banking transactions and inquiries:

- Online Banking
- Eagle Savings Bank Mobile App
- Mobile Deposit
- Bill Pay
- ATM Network

We will continue to monitor this situation and will work to meet the financial needs of our customers and ensure the health and wellness of our staff. We thank you for your business and if you have any questions or issues, please call us at 513-574-0700 or refer to [www.eaglesavings.com](http://www.eaglesavings.com).