



## An Update from our President and CEO

Dear Customers:

In light of recent developments with the COVID-19 virus, we have made the difficult decision to temporarily close our branch lobbies in Lansing and Leavenworth and move to drive-thru service and appointment only visits. We will be closing the lobbies at our North Central Kansas locations on Thursday. You will be able to obtain service at our drive-thru locations and ATMs. Appointments can be made to visit with an officer, sign loan documents, open a deposit account, or access your safe deposit box. We ask that if you have any of the symptoms of COVID-19, have traveled to an area with COVID-19, or have been in contact with a person who has or is suspected to have COVID-19, to please stay home. To make an appointment, please call your local branch:

- Belleville 785-527-2219
- Clay Center 785-632-4100
- Concordia 785-243-3211
- Greenleaf 785-747-2261
- Lansing 913-727-3266
- Leavenworth 913-651-3266

As I stated in my previous letter, we have work contingency plans in place to ensure sufficient staffing in each of our branches and have been in communication with our service partners in order to minimize disruption.

In the meantime, please know that you can access many of The CNB financial services you might need remotely through our CNB website and CNB mobile app like:

- Depositing checks
- Paying bills with BillPay
- Transferring funds
- Making a loan payment
- Monitoring your checking and savings account

If any of our customers need help with our online products, we have a dedicated team ready to help you so please call your local branch.

We continue to pray for those affected by COVID-19 and wish you well as we continue to follow best practices for containment efforts.

Sincerely,

Brent Padgett, President and CEO

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