



www.bankffb.com

March 11, 2020

To Our Customers:

With the outbreak of COVID-19 First Fidelity Bank has activated precautionary measures in response to this virus. Our highest priority are the health and safety of our staff, our customers, and the well-being of the communities we serve. We will monitor and follow guidance from the Centers for Disease Control and Prevention (CDC) and state and local public health authorities. Our goal is to make sure we have the appropriate level of resources devoted to effectively respond to the risk caused from this virus.

Our initial plan calls for the following:

1. Increased cleaning and sanitization efforts in our locations while reinforcing healthy habits for our staff;
2. Keeping our products and services fully available to you;
3. Supporting our employees that are at-risk or have special needs;
4. Monitoring the financial markets and discussing options for customers to meet their changing financial needs;
5. Making sure our customers are aware that our objectives are to minimize any business disruption that could occur due to the virus.

Our customers health and financial well-being are our primary concerns. Most of our banking services are available to our customers via our online banking platform and/or through our mobile app. If you have any questions about our electronic banking services or to set up online or mobile banking please contact a customer service representative at 256-845-1077, or toll-free at 1-877-845-9601, extension 107 or 117, or visit our web site at bankffb.com. You may also sign up to receive e-statements (electronic bank statements) either online or through our mobile app.

Thank you for the opportunity to serve you.

First Fidelity Bank
Fort Payne – Rainsville – Ider

Note: For further information about COVID-19 you can access the CDC website at cdc.gov or the Alabama Department of Public Health website at alabamapublichealth.gov.

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