

May 26, 2020

Dear Valued Customer,

As many are aware, New Hampshire Governor Chris Sununu has implemented a phased approach to reopening the state for business. Like many other organizations, we have been closely monitoring the situation, depending on guidance from the CDC and state/local health officials. With the health and safety of our team, customers, and community top of mind, Sugar River Bank is implementing a number of new protocols as we enter this first phase of reopening.

Currently, the bank is planning on **opening its branch lobbies on June 1<sup>st</sup>** under the following guidelines:

- For everyone's safety, we are still strongly encouraging meetings via telephone or teleconference. However, if a customer believes it's necessary to meet in-person, we will accommodate meetings by-appointment-only. Meetings can be scheduled via phone or e-mail and will be limited to a confined office space or conference room in order to limit exposure. The number of participants will be limited based on the size of the room in which the meeting is held. **To schedule an appointment, please contact your local branch or call our main office at 603-863-3000 or toll free at 1-800-562-3145 or email us at [online@sugarriverbank.com](mailto:online@sugarriverbank.com).**
- We ask that if you have had any Covid-19 related symptoms or had close contact with or cared for somebody with Covid-19 symptoms in the last 14 days or if you have traveled out of the country or had close contact with somebody who has traveled out of the country in the last 14 days that you utilize our drive-thru services.
- Those that are ill should remain home. If a member of our team observes visible signs of illness or if someone refuses to comply with a request to remove their face mask for identification purposes, we reserve the right to ask them to use drive-thru services instead.
- **Customers are required to wear face masks that safely cover the mouth and nose when entering the building**, but should not wear a full-face cover (sunglasses, hat, and mask) upon entry for security purposes. If a customer does not have a mask, we will provide one.
- We want our customers to feel safe coming into our lobbies; therefore, we will ensure all customer points of contact across all locations are sanitized prior to opening and frequently throughout the day. We will encourage our customers to sanitize their hands both when entering and exiting the building.
- The number of customers allowed into a branch will be limited. A team member will direct customers to appropriate service areas immediately upon entering the building. Floor markings will be visible, ensuring the recommended 6-foot social distancing.
- Signage reminding patrons to wear masks and maintain social distancing will be installed.
- Hygiene screens will be installed at all available teller windows and banker's desks.
- We wish to honor our customers' desire to continue to "stay-at-home" and encourage the use of remote means as much as possible. **Electronic banking options will continue to be an essential and recommended option for customers wishing to conduct their banking from a contact-free standpoint. Drive-thru banking and ATMs will continue to be an effective alternative to in-person lobby interactions.**

As your hometown bank, we have successfully served our customers and communities through good times and bad since 1895. As your neighbors, we are committed to maintaining a consistent, safe and secure banking environment for all. Thank you for your understanding and support. We miss you and look forward to seeing you soon!

Warm Regards,

Mark A. Pitkin  
President & CEO  
Sugar River Bank