

HEARTLAND

TRI-STATE BANK



MEMBER FDIC

May 25, 2020

To All Valued Customers:

Effective June 1st, 2020 we plan to re-open the lobby (Front door only at this time)

First, we would like to say “Thank You” to each and every one of our customers. The past few months have been difficult for our country, state, and each individual. The bank has tried to do its part in supporting directives issued by the State of Kansas while continuing to serve our customers each day. We have initiated a number of precautionary steps to keep both employees and customers safe as we move to re-open the bank’s lobby.

A few of those are as follows:

1. We will maintain “Teams” of employees which we realize will slow the speed of daily operations for our customers, but will allow the bank to remain open if an employee tests positive at some point.
2. We have ordered “Germ Guards” for our teller stations and customer facing employees.
3. We will offer masks, gloves, and hand sanitizer to each customer who comes inside the bank. (While not required, we hope you will consider protecting yourself and our employees.)
4. We are sanitizing public areas daily.

We plan to open the front door to the lobby June 1st. However, we ask for your help as well. If you are making a simple deposit or transaction, please continue to use our drive-up or our new drive-up full-service ATM capable of taking deposits as well as provide cash. This will allow customers who need to sign documents or have more complex transactions to use the bank lobby while maintaining social distancing and staying below maximum persons allowed in one building.

As with everyone else, we look forward to being able to return to normal which includes all employees at the bank daily. However, until that time, we ask for your continued patience as our number one goal is to bring top customer service to each transaction and interaction we have with our customers.

Sincerely,

Shan Hanes

President/CEO

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