

## To our customers and our community,

At the Southern Bank Company, we are taking all precautions to protect our customers and our employees from the Coronavirus, also known as COVID-19. In doing so, we believe that it is important to follow the advice of government and healthcare officials and avoid non – essential contact as much as possible.

Beginning tomorrow, March the 17<sup>th</sup>, we ask that all normal business be conducted through our drive through windows or through our mobile apps, online digital banking or telephone banking. Also, remember that any ATM in the US will provide cash to you free of any fees through the use of your Southern Bank debit card.

Please call any of our locations during normal business hours should you need assistance. In the event you need to conduct business inside the bank, you may do so by appointment.

Rest assured we are taking precautions to keep our employees and customers safe:

- We have provided our employees with up to date CDC guidance on how to handle potential exposure to the virus.
- We have modified our current employee travel policies.
- We have adapted our Business Continuation Plans to prevent any service disruptions due to current threats.
- We are reviewing our current branch cleaning and sanitation policies to make sure we are keeping all employees and customers safe.

Again, regardless of the situation, please remember the various ways you can manage and access your accounts:

- Our Digital Banking App available for Apple iOS and Android devices.
- Online Digital Banking available at [www.sobanco.com](http://www.sobanco.com)
- Use our Telephone Banking from anywhere at 1-800-535-4636
- Any and all ATM's in the US are free of fees for Southern Bank customers, no matter where and when you use them.

Please know that we will resume lobby traffic as soon as possible, but that for now, we believe this is the best course of action for everyone. We appreciate your understanding during this time, as we do everything we can to continue to take care of our customers.

Please contact us with your questions at 256-543-3860 or at [services@sobanco.com](mailto:services@sobanco.com) .

Gates Little  
President