

WEST TEXAS NATIONAL BANK'S  
COMMUNICATION TO CUSTOMERS

Dear Customers and Friends:

Our thoughts are with the people, businesses, and communities that have been affected by the Coronavirus (COVID-19). So in light of the evolving public-health concerns about COVID-19, we at West Texas National Bank want to reiterate that the health and safety of our customers, employees, and communities are our top priority. We want to share the precautions and preventive actions we are taking to prioritize your health and wellness.

- **Staying Informed.** We have assembled a team that reviews the information from the Centers for Disease Control (CDC) and other governmental sources to ensure we are acting upon the latest recommendations. We encourage our customers to find the most current information on the CDC website.  
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
- **Increasing Our Cleaning Protocols.** We are taking precautions within our branch locations and following enhanced cleaning procedures, including disinfecting commonly touched surfaces throughout our buildings. These areas include building entry door hardware and elevator controls.
- **Safety Precautions.** We have placed hand sanitizer in the branches and have gloves and masks available for use by our employees. Employees are charged with maintaining a clean work area and utilizing the preventative and cleaning supplies provided as needed. We have also reminded them to avoid physical contact with others and the need for frequent hand washing with soap and warm water for at least 20 seconds.
- **Sharing Information.** We are sharing information with our employees to help them stay informed, healthy, and equipped to handle our customers' needs. We have asked employees who are not feeling well to stay home.
- **Considering Your Health.** If you've been affected by COVID-19 or are experiencing flu-like symptoms and need help with your account, please do not visit the Bank. Instead, feel free to call our Call Center at 432-685-6500, or 1-877-493-7862, for assistance! Also, the Call Center can help you manage your banking remotely by enrolling you in Online Banking or Mobile Banking, if you have not already done so.
- **Avoiding Scams.** Unfortunately, scammers often prey upon public concerns. Remember, we will not contact you and request account information or any personal information. If you are contacted by anyone from WTNB who is unknown to you, please hang up and contact the Bank. See the Federal Trade Commission's advice for consumers to protect yourself from scams.  
<https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>

Our intent in sharing this with you is to provide current information about the situation, and offer pragmatic steps we all can take to keep ourselves and our family, friends, and communities healthy and safe while minimizing panic.

We will continue to stay informed, and encourage you to reach out to your West Texas National Bank Account Officer with any questions. We greatly appreciate our relationship with you and our communities.