



PISCATAQUA
SAVINGS BANK
Portsmouth's Local Bank
Since 1877



At Piscataqua Savings Bank (PSB), the welfare of our customers and employees is very important to us. Given the recent coronavirus outbreak I thought I would take this opportunity to communicate the actions PSB is taking to protect you and us as much as possible.

First, as of the date of this communication nobody in the PSB family has reported any symptoms connected with the coronavirus. With so much left unknown about this virus we are closely monitoring events through the Center for Disease Control (CDC) and local news outlets. Currently, we are following the recommended precautions suggested by the CDC.

Should an outbreak occur in any of the communities where we live, work and play we will be ready to continue delivering the high-quality service you have come to expect and appreciate. We will accomplish this, in part, by using the following approach:

- High customer traffic areas such as the ATM, night-drop and coin machine will be disinfected using CDC recommended cleaning supplies on a regular basis. We will also supply disinfecting wipes at those locations for public use.
- This is a good time to remind our customers of the many options available to conduct your banking business while avoiding public spaces:
 - Online banking and bill pay
 - Mobile banking, including the ability to do mobile deposits
 - ATM and night-drop during and after business hours
 - Drive-up teller

(Be advised that some of the options mentioned have transaction limits (mobile deposit \$3,000, ATM \$500, Debit card transactions \$500 and Visa transactions \$2,500), If your situation dictates that you need a higher limit for any of these services, please reach out to our Deposit Operations team at 603-436-5250.)

- If you wish to conduct business in person, the CDC recommends that personal space be encouraged to prevent the transmission of the virus by maintaining at **least six (6) feet** between you, other customers and our staff.
- To protect our work environment, we have made hand sanitizer, disinfecting wipes, and tissues available to employees and customers.
- Any PSB employee feeling sick, or showing symptoms connected with any illness have been asked to stay home and contact their doctor immediately. Should anybody in the PSB family need to stay home we will communicate with them until they are symptom free and can return to normal activities.
- PSB has a pandemic plan in place to enable us to maintain business continuity and continuous access to your funds.
- Travel by staff will be limited to an as needed basis to limit virus exposure.

As developments surrounding the coronavirus continue to progress, we will remain vigilant and we will put additional safeguards in place as warranted.

Thank you for continuing to place your trust in Piscataqua Savings Bank.

Respectfully,
Rick Wallis
President/CEO