



Coronavirus - COVID-19

BankNorth is committed to providing a healthy and safe environment for our clients and employees. We are continually monitoring developments with the COVID-19 outbreak. In effort to mitigate community spread, we will be closing branch lobbies at all our locations throughout North and South Dakota effective March 17, 2020. BankNorth will remain open in order to provide regular banking services; however, we will only transact business in person at branch drive-thrus where possible or by appointment if necessary.

We encourage you to utilize our 24 hour online and mobile banking services at ibanknorth.com as much as possible. These services include the following:

- View accounts and transactions
- Transfer between accounts
- Make mobile deposits
- Set email and text notices to track your account balances
- Bill pay
- View online statements and check images

In addition to the above, you can access the surcharge-free ATM locator available on our website.

BankNorth is prepared to assist our customers as we meet the challenges of this virus together. We want you to know that BankNorth will make every effort to ensure your safety and the safety of our employees while continuing to meet all your banking needs.

Finally, BankNorth urges you to beware of scams and criminals using fear/intimidation, trickery, urgency or disinformation related to the virus to attempt to steal your sensitive, personal or account information. Watch out for strange calls, emails, texts or websites that look like they are coming from legitimate businesses or government agencies asking for information like SSN, usernames/passwords (login info), account numbers, credit or debit card numbers, PINs, etc. BankNorth will never request such information through email/text/outbound calls. Always check your account statements for official websites and customer service numbers and call those numbers directly rather than giving out information over the phone/email/text.

Please call your local branch if you have any questions regarding BankNorth's plans to deal with this situation as it continues to change and evolve.

Values-Based Banking. Always.

BankNorth