



P.O. Box 545
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Salem, In. 47167
(812) 883-2639
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Dear Mid-Southern Customer,

We want to take a moment during this challenging time to let you know that Mid-Southern Savings Bank, FSB is actively monitoring the Coronavirus (COVID-19) global outbreak. Although our communities are not the most severely impacted, we realize that any impact is critical to our customers, employees and the communities we serve.

Please know that we are working to take a fact-based approach to this challenge and will do what is necessary for the safety of our customers, employees and our communities. This includes constantly monitoring the situation. We have initiated our business continuity plan to minimize disruption of services. In addition to that effort, please utilize our Mid-Southern mobile, online and telebanking services for 24/7 access. If you are not enrolled in Online, Mobile Banking or Telebanking services and need assistance, please call us at **812-883-2639**.

As an abundance of caution, and in line with the Center for Disease Control's recommendations on Social Distancing, we have decided to close the lobbies in our branch locations for teller transactions. All other banking needs will be handled by appointment. To make an appointment please call **812-883-2639**. Our drive-through banking option remains open and we will divert resources to make the drive through lanes at our branches operate as quickly and efficiently as possible. If you prefer, you can use the night drop at each of our branches and your transaction will be processed no later than the next business day. Please check our website, **www.mid-southern.com**, for up to date information on our lobby hours and when they will be re-opened.

We have contingency plans in place to continue to deliver service to our customers. Some of these include remote access capabilities for our employees, operational redundancy and critical operation continuity plans. Additionally, we are committed to helping our customers and communities during these difficult times. Please do not hesitate to call us if we can be of assistance. We are confident we have the people, technology and products to serve you now and in the future. Thank you as always for the trust you have placed in Mid-Southern Savings Bank.

Sincerely,

Mid-Southern Savings Bank



www.mid-southern.com

