



Dear Texas Heritage Bank Customers:

Since 1931 the Texas Heritage Bank Team has worked to make sure that no matter the obstacle or challenge our banking services are delivered to you without interruption!

To help keep our customers and staff healthy and safe, beginning Monday March 23rd our bank office lobbies will be closed to regular customer access. We will reopen the lobbies when it is safe to do so. Our Drive Thru lanes will be open. We will welcome customers into our bank offices on appointment basis only. As we monitor the COVID-19/Coronavirus outbreak, we may need to alter business hours further, but we will provide alerts to you with as much prior notice as we can. Please check our website for updates as the situation evolves. **As you know, we are always available to you 24/7 through online and mobile banking.**

Actions you can take to help contain the virus at home and when visiting one of our Bank Offices:

- If you are sick, PLEASE STAY HOME!
- Please use the ATM if you need immediate cash.
- Use Online Banking at <https://www.texasheritagebank.com/>
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes.
- Follow the CDC's recommendations for using a facemask.
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for [health workers](#) and [people who are taking care of someone in close settings](#) (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

We urge you to stay safe and healthy! Please call your local banking office if you have questions or a banking need.

Thank you for your patience and support during these unprecedented times!

Steve Mack, CEO
TEXAS HERITAGE BANK
MEMBER FDIC