



October 29, 2020

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!

CROSS PLAINS: Beginning October 28, 2020, the Texas Heritage Bank Cross Plains location, 101 NW Main St., Cross Plains, will be closed to normal lobby traffic due to team member exposure to COVID-19/Coronavirus. Seven of our Team Members in Cross Plains have tested Positive for COVID 19. The Bank Offices were professionally cleaned and disinfected on Thursday, October 29. The Drive Thru lanes will be open and if possible, maintain normal banking hours. Given the high number of COVID cases in Cross Plains we ask that our customers be patient as we may have to alter open/close times and services until we can return to normal staffing.

BOERNE/SAN ANTONIO: Our Boerne office remains open to normal lobby traffic. The Leon Springs/San Antonio office lobby is closed to normal traffic, but open to appointments. Each Banking office may have specific restrictions as to the number of individuals allowed in the lobby or waiting areas at any one time. We ask that you practice social distancing while in our office. Masks are **STRONGLY ENCOURAGED**, and we ask that you use common sense hygienic practices to protect yourself, other bank customers and our team.

As we monitor the COVID-19/Coronavirus trends, we may need to alter office hours and access 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.

We have taken steps to provide safe interaction in the bank lobby. Our Team has instituted rigorous cleaning of customer contact surfaces and is providing hand sanitizer at each teller window or banking service desk.

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