



December 3, 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: The Cross Plains office has re-opened to normal lobby traffic and the drive-thru is maintaining normal operating hours. We are monitoring COVID 19 cases in Cross Plains and Callahan County, which may require adjustments to lobby access.

BOERNE/SAN ANTONIO: The Boerne office remains open to normal lobby traffic and Drive Thru hours. The Leon Springs/San Antonio office lobby is closed to normal traffic, but open to appointments. Please note that effective January 3, 2021 the Leon Springs Drive-Thru hours will adjust to 8:00AM – 4:00 PM.

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 outbreak, 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