



Greenwoods State Bank recognizes the incredible impact that the current events will have on many of our customers and we are ready to help. We continue to communicate with all of you through our website, mobile application and through our front-line client service team members. We encourage all our customers to continue to reach out to us with any questions or concerns you may have.

We understand that customers could experience financial issues relating to this unprecedented virus and the related actions which may be needed to minimize the impact. Greenwoods is letting you know that our customers can request deferrals in their loan payments.

We are asking our customers to reach out to the Greenwoods team member that you work with to discuss your specific situation so that we can design a plan that works for you. Greenwoods has developed various options based upon our customers' specific loan details and respective financial resources. These options include, but are not limited to:

- Defer principal payments for up to 120 days and make interest only payments during this time.
- Defer principal and interest payments for up to 90 days.
- Suspend certain fees on various loan and deposit account products for 90 days.
- Suspend foreclosure activity on homes for 60 days.

Please visit our website for more information relating to these various options and for any other banking needs. As mentioned above, reach out to us to discuss your options.

Greenwoods recognizes the partnership that exists with our customers and we are here to assist you through providing the same great service you have come to know with us. We will always offer convenient and efficient methods to access your accounts through the bank's wide array of services and products and stay ready to assist our customers as they navigate through these challenging times.

Sincerely,

A handwritten signature in black ink that reads "Bill McDonald". The signature is written in a cursive style.

Bill McDonald
CEO
Greenwoods State Bank



For more information about COVID-19, visit the CDC site, www.cdc.gov.