



May 18, 2020

Dear Valued Customer(s),

Thank you for your understanding as you have used the drive-thru and digital banking options for your financial transactions the last few weeks. During this time, we have all learned practices that allow us to live and conduct business more safely. At Ixonía Bank we are in the process of instituting some of those protective measures so that you can return to your preferred method of banking with us in an environment that is safe for you and our employees.

As part of this process we are transforming our lobbies to provide a healthier environment. Of course, our drive-thru and digital banking platforms will remain available, but here are a few things that are being implemented for lobby traffic when we do more fully reopen our doors:

- You will see clear acrylic shields at teller lines and customer service desks to protect customers and employees from inadvertent virus transmission.
- Non-touch hand-sanitizing stations will be added to high traffic lobby areas.
- In areas not protected via shields or in cases of lengthy transactions the employee serving you will be wearing a mask and we request that you wear a mask upon entering as well. We will supply you a mask if needed. Please remember if you wear a mask into the bank, we may not recognize you and may ask for identification.
- You will see social distancing reminders and floor markers in all our lobbies and we respectfully ask for your adherence for our mutual safety.
- Scheduled wipe downs will occur frequently at specified locations in each of our facilities.
- Our meeting and closing rooms will continue to limit participants to allow for proper social distancing.
- Our employees have been well-trained on best practices for cleanliness, and our cleaning staff is cleaning more frequently and with deeper disinfectant methods.

These are just a few of the changes needed to ensure our facilities are safe and healthy for all users. Once we do feel safe to open our lobbies, we will post a notification on our website, **www.Ixonía Bank.com**.

We regret any inconvenience caused by our inability to operate our lobbies until we have these safety mechanisms in place. We look forward to returning to serving you in all the ways we have traditionally operated. The safeguards we are putting into place reflect the “new normal,” at least for now, as we battle this pandemic. Should you have any questions, or recommendations, feel free to contact me. We are all in this together.

A handwritten signature in black ink that reads "Daniel Westrope".

Dan Westrope
Chairman and CEO
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