



Clients, partners, friends, and community members,

In light of the current economic climate surrounding COVID-19, I wanted to take a minute to personally reach out and update you on Rocky Mountain Bank's response and policies regarding the novel coronavirus. In an effort to support our customers, employees, industry partners, and community, we remain committed to providing uninterrupted financial, banking, and wealth management services. To that end, our team members are implementing a suite of precautionary measures to ensure continued service and the overall wellbeing of our customers. Here are a few of the ways we are working to mitigate the impact of the coronavirus:

Remote Expertise

Rocky Mountain Bank has committed to a *work from anywhere* platform for the majority of our employees. Our staff has access to dedicated mobile technology and a company-wide private network, and has the ability to host video and web conferencing regardless of their location. In the event of a prolonged remote access scenario, Rocky Mountain Bank employees will continue to work remotely with minimal disruption, allowing for unmitigated assistance to our customers.

Branch Preparedness

As Rocky Mountain Bank's branch locations remain open, our staff has taken proactive measures to ensure the cleanliness of our facilities. Leveraging guidance from government agencies and the Center for Disease Control (CDC), we are making a committed effort to sanitize and disinfect all common spaces in and around our facilities. We will continue this ongoing effort for the foreseeable

future and encourage our customers to use the drive-through banking windows whenever possible.

Mitigated Travel & Staff Exposure

Rocky Mountain Bank is providing daily CDC updates to our staff and monitoring areas with existing and emerging community-spread outbreaks. Virus education and health awareness are actively discussed daily. All nonessential business travel has been postponed, and we are working to offer our partners teleconference access to prescheduled meetings. Should staff need to travel or host a guest who resides outside of our community, we have set protective restrictions designed to limit interaction with adjacent staff and customers.

Streamlined Remote Banking Services

Rocky Mountain Bank's online banking applications are built on industry leading platforms to ensure continued availability. In addition, we have reinforced the security of our data and central banking systems by onboarding five state-of-the-art data centers throughout the country. This technology and security has been made available to our customers via Rocky Mountain Bank's online and mobile applications. Rest assured that the remote management of all accounts including check deposits, money transfers, bill pay, and business banking remain accessible.

Additionally, our mobile banking application can be downloaded to your device from the [Apple App Store](#) or [Google Play Store](#).

WEB ACCESS

Dedicated Customer Support

Rocky Mountain Bank remains dedicated to providing on-the-ground banking and customer support. Please contact your relationship manager by phone and/or email to discuss any questions that you may have; to enable your account and security features; or to help establish a proprietary banking preparedness plan. You can contact us directly by using the following contact information:

[CLICK TO CALL](#)

Through concentrated efforts like these, Rocky Mountain Bank is proactively working to help reduce the risk of exposure and the spread of COVID-19. We remain committed to you and will continue to monitor the situation while adhering to the guidance of our government agencies. Please be assured that our team is fully prepared and equipped to continue providing banking services at the level you have come to expect from Rocky Mountain Bank.

Be well and safe!

Yours,

Mark Hendrickson

CEO, Rocky Mountain Bank