

Coronavirus (COVID-19) Outbreak – Security State Bank’s Response

AS OF MARCH 23, 2020, ALL BANK LOBBIES ARE CLOSED. RADCLIFFE, HUBBARD, AND ZEARING LOCATIONS WILL STILL BE ABLE TO ACCEPT CUSTOMER TRANSACTIONS ONE AT A TIME AT THE DOOR, AND THE STORY CITY BRANCH WILL STILL CONDUCT REGULAR TRANSACTIONS THROUGH THE DRIVEUP LANE ONLY AT THIS TIME.

PLEASE CHECK OUT WWW.SSBIOWA.COM AND SIGN UP FOR ONLINE BANKING IF YOU WANT AN EASY ALTERNATIVE ACCESS TO YOUR FUNDS.

At Security State Bank, the safety and security of our customers and team members is always our top priority. Amid concerns about the spread of the coronavirus (COVID-19), we want to assure you we have a business continuity plan which includes pandemic preparedness in place to continue serving your banking needs. We are currently following our plan and are making adjustments to daily banking needs as this situation develops.

Below is information about what we’re doing to continue operating safely and effectively along with ways to bank with us even if you’re not feeling well. Security State Bank is committed to keeping you safe and informed while continuing to serve your needs throughout this situation.

Here’s what Security State Bank is doing:

- We are continuously receiving and reviewing updates on the coronavirus from state and local health departments, the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO).
- We are enacting our Business Continuity Plan and Pandemic Plan, including comprehensive department-level action plans designed to ensure continued business operations throughout a variety of emergency situations.
- We have begun providing regular communications to our employees to keep them informed and ensure they have the resources they need to remain healthy while also serving the needs of our customers.
- We have stepped up cleaning efforts in each of our locations.

Here’s what YOU can do:

- Learn more about and utilize online, mobile and phone banking options. Enroll in Online Banking if you haven’t already or download our mobile app (available for iOS and Android) to deposit checks, pay bills, transfer money and more. For additional information please go to <https://ssbiowa.com/page/Online-Banking>.
- Locate branches and ATMs near you, including hours of operation and operational status [here](#).
- Stay up to date. For more information on COVID-19, visit the Centers for Disease Control and Prevention (CDC) website [here](#).
- **Beware of scams**. Look out for suspicious email and text messages, medical supply scams, and fraudulent donation sites that may impersonate a company, charity, or government agency. The intent is to convince you to share sensitive information such as usernames and passwords, make purchases or donations on spoof websites, or download malware onto your device by opening a malicious attachment. If you receive a suspicious text message, don’t respond, don’t click on or open links and attachments.