

## First American Bank



We're taking every precaution to be prepared to meet your financial needs in the event of a major outbreak... but what if you couldn't get to the bank? What if your bank was forced to close for a brief period due to staffing shortages? **If you wanted to turn to Online Banking for uninterrupted financial services, could you?**

You know us—we're all about relationships and personal service, and are happiest to see you walk through the door. Although there's no need for alarm, the potential impact of the H1N1 virus combined with seasonal flu on the community, our employees and business operations is undeniable. Significant disruptions could spread to many key infrastructures, such as power, transportation, telecommunications, water systems, retail services, police, fire and emergency medical services—and *financial institutions*.

We are taking steps to minimize the effect of a flu outbreak on our employees and our ability to serve our customers. Well-developed and tested business continuity plans, ensuring our continued operation during crisis situations, are in place. This includes the ability for our people to work remotely plus enhanced technology that allows us to continue banking processes, even in the event we are short-staffed. But being prepared includes covering all the bases.

**Online Banking could become important to you, if only for a short period of time. It may be that one or more of our branches are forced to close for a day or two; it may be that you just do not feel up to coming in.**

If you're currently signed up for Online Banking, you already have that choice to handle your banking electronically anytime. (*Please note: if you don't log on at least once in a three month period, you'll need to login as a new user.*)

If you have not yet connected to Online Banking services, you need just two pieces of information to get started:

- Your account number
- Your telephone banking password (provided when your account was opened). If you don't remember that number, just contact your local bank. **We urge you to do that step now.**
- Then just go to the homepage of our website, [www.bankfirstamerican.com](http://www.bankfirstamerican.com), find the online banking login, click and follow the steps. Or give us a call and we'll guide you through the process.

Be prepared. If you don't need to turn to online banking, that's fine. **But for your own peace of mind, get set up so you have that option available.**

### Online Banking

Our free Online Banking service allows you to handle your banking electronically 24 hours a day, 365 days a year, weekends, holidays—or sick days. From the privacy of your own personal computer, you can check current balances, transfer funds from one account to another, search for images of your paid checks—even pay your bills. And Online Banking is extremely safe. Think of it as an online vault, with the highest level of security available.

### A final word about the flu

Please help us as we establish an ethic of infection control—for example, should you be feeling under the weather, please use the drive-up window—just until you are better. *In addition, for security reasons, any customer choosing to wear a mask covering their nose and mouth are asked to do their banking through the drive-up window.*

You can find additional information about current viruses, as well as health warnings and tips from The Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov).

**First American Bank is dedicated to supporting our communities. We thank you for your business and your loyalty and wish you good health.**

