



COVID 19 – Continued Service Through Stay-At-Home Order

Updated 3/20/20 – Governor Pritzker announced during a daily brief a stay-at-home order for Illinois to help prevent the spread of the COVID 19 – coronavirus effective Saturday, March 21, 2020, at 5:00 pm until Tuesday, April 7, 2020 end of day.

Legence Bank is considered an essential business and will continue to offer lobby services by appointment only. All drive-thru windows will remain open during normal business hours. Legence Bank will continue to provide you with full access to all banking services in the modified service format to remain consistent with social distancing guidelines as we navigate the potential medical crisis posed by the COVID 19- coronavirus. As always, we have several convenient options for you to conduct your banking transactions and we appreciate customer cooperation in the interest of public health and wellness.

• **DIGITAL BANKING TOOLS**

- We encourage customers to utilize our convenient digital banking tools. You can access your account through Online Banking or Legence’s Mobile App. With our digital products, you can complete your banking needs 24/7 including making deposits, paying bills, transferring funds, viewing accounts and paying individuals from Legence’s Mobile App.

- Online Banking
- Legence’s Mobile App
- Mobile Check Deposit
- SPIN - Person-To-Person (P2P) Payment
- Tokenization and Mobile Wallet

• **ADDITIONAL CONVENIENT SERVICES**

- ATMs – 12 locations
- Night Deposit

If your transaction cannot be handled through one of these options or you want to discuss any of your banking needs, please call your local branch or (800) 360-8044 during normal banking hours.

• **MORTGAGES & OTHER LOANS**

- Due to the added stress that our individual and small business customers are facing, Legence Bank is offering the following financial loan assistance to those affected by the coronavirus. Please contact your mortgage loan officer, consumer lending officer, and/or commercial loan officer to see if you qualify.
- If you have a consumer, home equity, and/or in-house mortgage loan, we can offer a deferral for two consecutive loan payments. You can choose an option to pay interest only or fully defer two consecutive loan payments.
- If you have a small business loan, we can provide a payment deferral, in which you pay interest-only for two consecutive monthly payments, or a complete deferral of two monthly payments.
- If you have a commercial loan, we will evaluate your needs on a case by case basis. We ask you to please work with your Commercial Lending Officer for assistance.

In addition, please be aware of scams using fear, misinformation, and possibly intimidation related to the COVID 19- coronavirus. Be mindful of strange calls, emails or texts that may look like they are from legitimate businesses or government agencies asking for information like social security numbers, user names, passwords, account numbers, credit or debit card numbers, PIN, etc.

Legence Bank and other legitimate businesses or government agencies will not request such information through phone calls, emails or texts.

We will continue to keep you updated on Legence Bank's Facebook page and LegenceBank.com. For additional questions, please contact your local branch or call (800) 360-8044.