



Friends and neighbors,

Pioneer Bank is committed to providing our full menu of financial services and banking products to our customers throughout our communities during these anxious times. We are also committed to taking every necessary step to protect the health and well-being of our customers and staff. **To do that, we will be closing our bank lobbies beginning with the start of business on Wednesday, March 18.** The following options for all of your banking needs will continue to be available in these ways:

- Full drive-up facility hours in St. James, Madelia, Mapleton, Mankato, North Mankato, and St. Peter.
- Full walk-up hours at St. James, Madelia, and Mapleton.
- Our Lewisville branch will be closed beginning on Wednesday until further notice.
- 24/7 access to internet banking, mobile banking, mobile deposit, internet and mobile bill pay, and telephone banking: <https://www.bankwithpioneer.com/personal/digital-banking>
- National ATM networks to access cash, transfer funds and check your account balance.
- Remote deposit capture services for our business – contact us for more information about how to begin using this service.
- For access to services not available through these options, call 507-375-3201 during normal business hours or your banker anytime (24/7!) for an individual consultation. You can find contact information for your banker here: <https://www.bankwithpioneer.com/about/bankers/index.html>
- More information on all of our services, along with the latest updates on our response to this pandemic can be found on our website: www.bankwithpioneer.com.

We applaud our local, state and federal leaders for providing responsible guidance for all of us to follow to reduce or slow the transmission of this dangerous virus. For more information on how you can be safe during these times, consult these resources:

- CDC - <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>
- MN Department of Health <https://www.health.state.mn.us/diseases/coronavirus/index.html>
- Mayo - <https://www.mayoclinichealthsystem.org/covid19>
- Mankato Clinic - <http://www.mankatoclinic.com/coronavirus-frequently-asked-questions>
- Minnesota Public Health Association: <https://www.mpha.net/>

We are thankful for your patronage and appreciate your understanding as you accept these minor inconveniences. These actions are taken only for the safety of our staff and our customers.

As always, I invite you to contact me directly at dkrause@bankwithpioneer.com, or, text or call 507-317-1923.

To your good health,

David P. Krause, CEO