

Coronavirus Preparedness

February 25, 2022

Dear valued customers,

This is an update to the actions we have taken actions to protect the well-being of our employees and our customers.

Los Angeles and Orange counties continues to experience reduced COVID-19 spread. Given decreased risk, we are pleased to share with you that all First General Bank branches will return to "normal banking hours", effective March 1, 2022:

*Monday-Thursday: 9:00 am – 4:30 pm. Friday: 9:00 am – 6:00 pm. Saturday: 10:00 am – 2:00 pm**

**Cerritos Branch closes on Saturdays.*

To protect our employees and customers, we will continue to ask anyone entering into the Bank's offices to wear their masks.

What we have done or are doing:

- Instituted a COVID-19 Program, in accordance with Cal/OSHA's guidelines.
- Closely monitoring the situation and ensuring compliance with regulatory and health guidelines from governmental authorities.
- Provided protective gears to our employees, including, where supplies are available, hand sanitizers for customers to use at our branch locations.
- Increased the cleaning of our offices, especially frequently touched areas.
- Provided training to our employees on hygiene and social distancing.
- Until COVID-19 cases further decrease, required our employees to get weekly COVID-19 tests, unless they show proof of full vaccination. 99% of the Bank's employees have been vaccinated.
- Required all employees to wear bank-supplied KN95 masks inside the Bank's offices.

What you can do to help:

- Protect yourself and your family by following health guidelines from the U.S. Centers for Disease Control and Prevention (www.cdc.gov) and your local government agencies' guidance or orders.
- Pursuant to County Health Officers' Orders, we are to remind customers and the public not to enter into the Bank's facilities, if they are experiencing symptoms of respiratory illness, including fever or cough.
- We strongly encourage you to use our online banking, mobile banking, and ATM/debit card to access your bank accounts, including deposit checks remotely via our Mobile Banking app and Remote Deposit Capture. Our Business Online Banking also allows businesses to make wire transfers and ACH transmission.

If there are any questions regarding these services, please contact our branches at:

Rowland Heights Branch: 626-820-1234 Arcadia Branch: 626-461-0288 Cerritos Branch: 562-677-8858
San Gabriel Branch: 626-288-9288 Irvine Branch: 949-769-8888

- We understand there is an abundance of information AND misinformation about the situation on the internet and social media. Please use caution so not to fall victims to phishing scams. Please do not open attachments or click on links from unsolicited email or text messages.

We believe this pandemic will be over eventually- In the meantime, we will do our best to ensure uninterrupted service to you. Stay safe and healthy.

Coronavirus Preparedness

January 5, 2022

Dear valued customers,

This is an update to the actions we have taken to protect the well-being of our employees and our customers, given the recent resurgence of COVID-19 and presence of new and emerging variants such as Omicron.

What we have done or are doing:

- Instituted a COVID-19 Program, in accordance with Cal/OSHA's guidelines.
- Closely monitoring the situation and ensuring compliance with regulatory and health guidelines from governmental authorities.
- Provided protective gears to our employees, including, where supplies are available, hand sanitizers for customers to use at our branch locations.
- Increased the cleaning of our offices, especially frequently touched areas.
- Provided training to our employees on hygiene and social distancing.
- Required our employees to get weekly COVID-19 tests, unless they show proof of full vaccination. 99% of the Bank's employees have been vaccinated.
- Required all employees to wear bank-supplied KN95 masks inside the Bank's offices.

What you can do to help:

- Wear a mask while indoors to prevent possible spreading of COVID-19 regardless of vaccination status.
- Protect yourself and your family by following health guidelines from the U.S. Centers for Disease Control and Prevention (www.cdc.gov) and your local government agencies' guidance or orders.
- To reduce social contact and slow the spread of COVID-19, effective January 6, 2022 and until further notice, all our branches return to reduced business hours as listed below. However, the situation may change at any time. Please call our offices or visit our website at www.fgbusa.com for the latest update.

Monday – Friday: 10:00 am – 3:30 pm

Saturdays and Sundays: Closed

- Pursuant to County Health Officers' Orders, we are to remind customers and the public not to enter into the Bank's facilities, if they are experiencing symptoms of respiratory illness, including fever or cough.
- We strongly encourage you to use our online banking, mobile banking, and ATM/debit card to access your bank accounts, including deposit checks remotely via our Mobile Banking app and Remote Deposit Capture. Our Business Online Banking also allows businesses to make wire transfers and ACH transmission.

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Coronavirus Preparedness

March 21, 2020

Dear valued customers,

This is an update to the actions we have taken actions to protect the well-being of our employees and our customers.

What we have done or are doing:

- Closely monitoring the situation and ensuring compliance with regulatory and health guidelines from governmental authorities
- Provided protective gears to our employees, including, where supplies are available, hand sanitizers for customers to use at our branch locations
- Increased the cleaning of our offices, especially frequently touched areas
- Provided training to our employees on hygiene and social distancing
- Rescheduled non-essential internal and external meetings to reduce social contacts

What you can do to help:

- Protect yourself and your family by following health guidelines from the U.S. Centers for Disease Control and Prevention (www.cdc.gov) and your local government agencies' guidance or orders.
- In the spirit of the state's Stay at Home Order to reduce social contact, effective March 21, 2020 and until further notice, all our branches are temporarily operating under reduced business hours as listed below. However, the situation may change at any time. Please call our offices or visit our website at www.fgbusa.com for the latest update

Monday – Friday: 10:00 am – 3:30 pm

Saturdays and Sundays: Closed

- Pursuant to County Health Officers' Orders, we are to remind customers and the public not to enter into the Bank's facilities, if they are experiencing symptoms of respiratory illness, including fever or cough.
- We strongly encourage you to use our online banking, mobile banking, and ATM/debit card to access your bank accounts, including deposit checks remotely (via our Mobile Banking app for consumers, and Remote Deposit Capture for business customers). Our Business Online Banking also allows businesses to make wire transfers and ACH transmission.

If there are any questions regarding these services, please contact our branches at:

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San Gabriel Branch: 626-288-9288

Irvine Branch: 949-769-8888

Cerritos Branch: 562-677-8855

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Coronavirus Preparedness

March 15, 2020

Dear valued customers,

Amid the coronavirus outbreak, we understand there is a widespread anxiety in our community. We want our customers and the community to know that we have been monitoring this fast-changing situation closely, and have taken actions to protect the well-being of our employees and our customers:

What we have done or are doing:

- Closely monitoring the situation and ensuring compliance with regulatory and health guidelines from governmental authorities
- Provided protective gears to our employees, including, where supplies are available, hand sanitizers for customers to use at our branch locations
- Increased the cleaning of our offices, especially frequently touched areas
- Provided training to our employees on hygiene and social distancing
- Rescheduled non-essential internal and external meetings to reduce social contacts

What you can do to help:

- Protect yourself and your family by following health guidelines from the U.S. Centers for Disease Control and Prevention (www.cdc.gov) and your local government agencies' guidance or orders.
- Presently, all our branches are open to serve you at normal business hours. However, the situation may change at any time. Please call our offices or visit our website at www.fgbusa.com for the latest update
- We strongly encourage you to use our online banking, mobile banking, and ATM/debit card to access your bank accounts, including deposit checks remotely (via our Mobile Banking app for consumers, and Remote Deposit Capture for business customers). Our Business Online Banking also allows businesses to make wire transfers and ACH transmission.

If there are any questions regarding these services, please contact our branches at:

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