

**A Note to Bank of Bolivar/BOB Community Financial Customers
 from our CEO, Brad Gregory | March 16, 2020**

The personal and financial well-being of our employees, customers, and communities is always a top priority for us. As such, we are closely monitoring the developing situation regarding Coronavirus (COVID-19) and are following updates from the World Health Organization and the Centers for Disease Control. For the latest information from the CDC, please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Your Banking Services

Please know that we will do our part to sensibly protect our employees, customers, and communities while allowing normal operations as much as possible. At this time, we do not expect changes to the availability of our bank branches.

We will monitor guidance provided by the CDC and local government officials, however, and will place an alert on our website (<https://www.bankofbolivarmmo.com>) and on our Facebook page (<https://www.facebook.com/CommunityBankBOB>) should there be any changes in our operating hours or procedures. You may continue engaging with us through these channels or by contacting any Bank of Bolivar/BOB Community Financial branch using the phone numbers listed at the bottom of this page.

How We Are Protecting You

We have enhanced the cleaning practices in our facilities and on our ATM equipment in an effort to support a healthy banking experience. We are encouraging our employees and customers to follow the personal hygiene recommendations provided by the CDC.

Financially, we are monitoring reports of scammers looking to take advantage of this situation. You can read about this at <https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines>. Please join us in being vigilant to safeguard your accounts. As always, never reply to requests for personal information such as account numbers, Social Security numbers, or debit/credit card numbers when you are less than certain about who is asking for them. When in doubt, hang up and call us at 417-777-6500. That way you can feel confident you are actually talking to Bank of Bolivar/BOB Community Financial.

Accessing Your Account

During this period of “social distancing,” now is the perfect time to consider all of the ways you can access your account outside of an actual branch visit. Information about this is available on the “Banking Your Way” page of our website at <https://www.bankofbolivarmmo.com/home/manage/banking>. We highly recommend that you enroll in our online banking and download our mobile app if you have not done so already. These free tools allow you to remotely check account balances, pay bills, transfer money between your BOB accounts, receive text alerts – even deposit paper checks from within the app using your smartphone camera - all from the convenience and safety of your own location.

For those without internet capabilities, account balance information and basic transactional functions are also available 24/7/365 by calling our automated “Touch Tone Teller” at 417.777.6524.

If you need any help conducting your bank business – including enrolling in online banking, downloading our app, using any of our “Banking Your Way” features, or otherwise – please do not hesitate to call us. Our team is ready to help. Together with our parent company, The Bank of Missouri, we intend to help you “Live Well” and “Bank Well.”



Brad Gregory, CEO

Bolivar (downtown) PO Box 560 495 S. Springfield Ave Bolivar, MO 65613 417.777.6500	Bolivar (west) PO Box 560 2126 W. Broadway St Bolivar, MO 65613 417.326.0290	Springfield (east) - 2920 E. Chestnut Expwy Springfield, MO 65802 417.616.6600	Springfield (south) - 1339 E. Republic Rd - Suite A Springfield, MO 65804 417.380.5626	Fair Grove PO Box 108 40 N. Main St Fair Grove, MO 65648 417.759.6500	BOB Community Financial PO Box 587 1301 W. Jefferson St Marshfield, MO 65706 417.238.2500
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