



March 16th, 2020

Greetings to Our Ponce Bank Family and Friends,

Ponce Bank is closely monitoring reports from the Centers for Disease Control (CDC) regarding the Coronavirus COVID-19 and I wanted to take a moment to personally share the steps we're taking to ensure the health and safety of our customers and colleagues.

Digital Banking

First I'd like to remind you that our [online banking](#) and mobile apps are available 24/7 and allow you to check balances, make payments, transfer funds, and deposit checks. If you're not already signed up and run into problems registering for digital banking services, our Contact Center (718-931-9000) is available to help each day during our regularly scheduled banking hours.

Download our mobile banking apps here:

Personal Banking



Business Banking



Visiting Our Branches

Our branches are currently open as scheduled and we've increased our cleaning procedures with stronger disinfectants and more frequent cleaning of high-touch surfaces. Hand sanitizer is readily available and we are regularly updating our branch teams on best practices recommended by the CDC.

We're Here to Help

Should COVID-19 impact you directly, we're here to help. Beginning immediately and until March 30th, you may contact us to discuss fee waivers on monthly service fees and waived penalties on early CD withdrawals.

We will continue to respond to guidance from the CDC and will take additional measures as needs arise. For additional information about COVID-19 contact the Centers for Disease Control at [cdc.gov](https://www.cdc.gov) or check your local health department website.

Ponce Bank values the role we play in our communities and we stand with you all during these difficult times.

Sincerely,

A handwritten signature in blue ink that reads 'Carlos Naudon'.

Carlos Naudon, CEO
On behalf of the entire Ponce Bank Family

