



March 13, 2020

To our customers, business and industry partners and friends,

We would like to take a moment to update you as we respond to local, state, regional, national and worldwide advisories regarding the new coronavirus (COVID-19). The Executive Leadership Team of Citizens Bank of the South, comprised of members from each of our markets met on March 12, 2020. Based on recommendations from Georgia Governor Kemp, the Georgia Bankers Association and in collaboration with local leaders, we then implemented our Business Continuity/Pandemic Policy. Precautionary measures were communicated to our staff members. Please join our efforts to protect the safety and health of our customers, employees and members of our community.

These measures include, but are not limited to:

- Social distancing
- Washing hands and using hand sanitizer between transactions
- Utilizing technology and ATMs
- No sharing of workstations or equipment
- Prudent judgement related to personal sickness and use of cleaning/hygiene supplies
- Teleconferencing and consideration for scheduled events and meetings of large groups

As we continue to monitor information and determine the next steps, please know that our highest priority is the wellbeing of you and your family. It is our desire to continue to offer full service to our customers. We are here to answer any account, technology or service questions you may have to reduce the need to visit our branches in person. Thank you for working with us to protect the communities we serve.

Sandersville 478-552-6121

Statesboro 912-871-2971

Milledgeville 478-387-0124

www.cbots.com

For the latest on the coronavirus:

www.cdc.gov