

At The Harbor Bank of Maryland, the health and well-being of our customers, associates, and communities is our top priority. As the spread of coronavirus, known as COVID-19, continues to be a growing concern across the country, we're taking extra precautions to protect you, our teammates and the communities we serve. Our Executive Leadership and business readiness teams are monitoring the situation and are in close contact with health authorities, including the Centers for Disease Control and Prevention (CDC), to ensure we're acting on the latest guidance and information.

### **We're Here To Help**

If you're negatively affected by the coronavirus situation, we're here to help. Our branch managers, loan officers and online banking staff are all committed to working with our customers to reduce financial stress during this challenging and uncertain time.

### **Contact Information:**

[www.theharborbank.com](http://www.theharborbank.com)

Access online banking to manage your account or find up-to-date branch hours and other information

800.364.0472

Account information is available through our automated phone system 24/7

As we assist customers who may be affected by the coronavirus situation, we're also listening and learning from those conversations to help us evaluate and possibly implement additional customer relief measures as they emerge.

The Harbor Bank of Maryland offers digital tools and other resources for self-service banking and 24/7 account access. You can access your accounts online or by using HarborConnect or HBM BizNet (mobile applications) at your convenience. From there, you can make payments, view transactions, check balances, find an ATM and more. It's easier and faster (in many cases) to manage your account digitally, especially given call wait times may be longer than usual.

### **Beware Of Scams**

Cybercriminals are hard at work exploiting our natural anxiety about the evolving coronavirus situation. Look out for suspicious email and text messages that may impersonate a company, charity, or government agency. The intent is to convince you to share sensitive information. **Remember, we will never reach out to you, via phone or email, and ask for confidential information** such as your name, password, personal identification number (PIN) or other account information.

### **What Harbor Bank Is Doing To Help**

Increasing our focus on disinfecting surfaces including ATMs, teller line areas, elevator touchpads, door handles and other high-touch areas

Increasing the number of hand sanitizing stations available in our branches and offices

Following CDC guidance in the workplace with regard to sick coworkers and those who have recently returned from any high-risk country or live with someone who has recently traveled to one of those identified regions

Suspending international air business travel and limiting nonessential domestic business air travel for our teammates

Conducting group meetings by phone or other digital means

### **Keeping You Informed**

We're committed to keeping you informed through this rapidly changing situation. As it evolves, you can always find the latest information here on [www.theharborbank.com](http://www.theharborbank.com). Please do not hesitate to contact us if we can be of assistance with any of your banking needs.

For the latest information about COVID-19, please visit [cdc.gov](http://cdc.gov) or your local health department website.