



March 12, 2020

Friends of Bank of San Francisco,

As the COVID-19 (“novel coronavirus”) Health Emergency continues to develop, we want to assure you that the health and well-being of our clients and team is our top priority.

### **What have we done to prepare for something like this?**

The Bank maintains a Board-approved Business Continuity Plan (BCP) and a Pandemic Plan, which are updated and tested annually. These plans help to ensure continued, uninterrupted service for our clients during emergency situations such as this.

One of our strengths as a bank, is our technology-driven service model. Our recently-upgraded online banking platform, and our mobile app, are just two products we offer that allow clients to access their account services and information, 24/7. Additionally, our bankers are able to assist clients virtually, without the need for face-to-face interaction, especially if that is something our clients are trying to avoid.

### **What are we doing to protect our clients and our team?**

The Bank’s Crisis Management Team (CMT) is staying vigilant and meeting regularly to ensure the safety of our clients and our team. The CMT is monitoring the Centers for Disease Control and Prevention (CDC) [website](#), as well as the San Francisco Department of Public Health [website](#), and is following their recommendations closely.

In response to these recommendations, we are encouraging team members to wash hands frequently (for 20 seconds), avoid close contact with others, stay home when sick, work and meet virtually if possible, and to postpone all group events until further notice, among other mitigants. We are also sanitizing the Bank’s shared surfaces on a frequent basis and keeping hand sanitizer available for use by our team and guests.

### **How will we serve our clients going forward?**

We are very aware of the impact this emergency has had, and will continue to have, on our community. We will be as transparent as possible, and work with each client on an individualized basis to navigate this challenging environment.

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575 Market Street, Suite 900, San Francisco, CA 94105 | 415.744.6700 | [www.bankofsf.com](http://www.bankofsf.com) | NMLS ID: 403437



If you have any questions, please reach out to your Relationship Manager or another member of your Bank San Francisco team.

As always, thank you for choosing Bank of San Francisco.



Ed Obuchowski  
Chief Executive Officer



Wendy Ross  
President

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