



March 26, 2020

At CoreFirst Bank & Trust, we stand ready to help you any way we can. Concern for our customers, community and team are at the core of each new plan and precaution. This commitment means that we are OPEN and ready to help YOU.

We Can Help

We know many of our customers are facing reduced pay, sudden expenses and layoffs. If you are experiencing financial hardship due to COVID-19, we encourage you to contact us and speak to a Personal Banker at 785-267-8900 or 1-800-280-0123: 8AM - 6PM, Monday-Friday or 9AM to Noon on Saturday. Let's talk about ways we may be able to help. Below are just a few:

- An increase in [mobile deposit](#) limits when needed
- [Credit Card](#)¹ options that include flexible balance transfer opportunities
- Possible options for hardship loan extensions on installment, mortgage and commercial loans
- Access to a consumer [credit line](#)¹
- Guidance on government programs to help small businesses

Banking At A Distance

- Our [branches](#) are open regular hours for drive-thru service. Appointments can be made for certain transactions or to visit a safe box. Our in-store locations are closed until further notice
- [Bank online](#) at **CoreFirstBank.com** or through our [Mobile App](#)
- Apply or open an account online at **CoreFirstBank.com**
- Use [Pay-A-Friend](#) or [Mobile Deposit](#)
- Enroll your debit/credit card for [Apple](#) or [Samsung Pay](#) for tap and pay at merchants
- Access your accounts by phone at 785-267-8500 or 1-800-280-0123
- Utilize dozens of [CoreFirst ATMs](#)
- Chat at **CoreFirstBank.com** or talk to a Personal Banker at 785-267-8900 or 1-800-280-0123

Protect Yourself

Cyber criminals are working hard to exploit individuals during these uncertain times. As a reminder, CoreFirst would never contact you and ask to verify your social security number, password, PIN or access code. Please stay on the lookout for:

- Imposter charity scams – research before you give
- Virus products that claim to prevent or cure – these products are a hoax
- Work from home schemes – if it sounds too good to be true, question it
- Watch for malware – always be careful of clicking links in emails you weren't expecting

Thank You

The continued trust you place in us for all your banking and business needs is the fuel to our fire. We are excited for the day we are able to open our lobbies and see you again. Until that time, we're still here, ready to help. Special wishes to those working the front line, including our own team, doing the hard work that keeps the rest of us comforted, healthy and safe as we ride out the storm. We are forever grateful.

For the latest updates and resources available, check back often. **Together, we can and will get through this.**

¹Subject to application and credit approval.