



Where Community and Family Still Come First.SM

Over the last few weeks, the COVID-19 pandemic has caused unprecedented changes in the lives of our Customers and our entire country. As a community bank, we know that our mission is different than that of larger financial institutions in that we have a vested interest in the individual lives of each one of our Customers because they are our neighbors, friends and family. We want everyone to know that we are monitoring the situation daily and hourly, and we are committed to serving our communities throughout this crisis. We have been in operation for over 120 years, we are open, we are strong, we are stable, and we will be here long after this crisis is resolved. We are committed to providing help to you in your time of need and will use as much flexibility as necessary to offer continued support and help you recover when this is over. I am overwhelmed by the strength and resolve of our employees who are committed to our mission and to serving each of you no matter what it takes. In response to recent developments, we have taken the following actions so that we can continue to support your needs.

- For the safety of our staff and to limit potential exposure, we have closed our lobbies at this time, however access will be granted as needed by appointment only. Effective immediately 3/24/2020, our drive through hours will be limited to 3:30 P.M. Monday – Friday, however we will retain our normal Saturday hours at our Clinton and Plank Rd. locations.
- We have established our loan deferral program for those who have been impacted by this crisis. This will allow borrowers to defer up to 3 payments allowing them to focus their resources where they are needed the most. Please contact your loan officer or any of our branch locations for additional information.
- Our account services department will remain open until 4:00 P.M. Monday- Friday to answer any questions you may have. We offer a range of digital services such as on-line banking, mobile deposit and bill pay. If you need assistance with these services or have any issues or concerns, please do not hesitate to contact us at 225-683-3371.

In closing, I would like to offer our deepest thoughts and prayers to our communities, our country and all of those across the world impacted. As an institution built and directed by people of faith, we know that God is in control. As the President of this organization, I pray daily that He guides us and provides us with the strength and courage to see this through. We are all in this together and as we also pray for all of you, we ask for your prayers as we perform our daily duties, which is service to our families, our communities, and each other through our work. Thank you and God bless you.

Ben Cavin
President/CEO
Landmark Bank