



To our Banking Family,

At Community First Bank nothing is more important than the health and well-being of our customers, employees and the communities we live in. At this time of uncertainty surrounding the coronavirus (COVID-19), rest assured that our bank will stand with you through this challenge.

Just as you are, we are closely monitoring the evolving circumstances surrounding COVID-19 and following the recommendations from the Centers for Disease Control (CDC). We will continue to monitor the situation while taking steps to keep our customers and employees healthy.

Please check our web site for updates to our plans for branch operations and hours. A banner linking to more details will appear prominently at the top. www.cfbh.bank

Our bank is well positioned to serve all your banking needs through several products delivery options as follows:

Online Banking and Bill Pay

Our web site is a guide to all things CFB including up to date information on products, services and your host to internet banking log in.

Mobile Banking Application

<https://www.cfbh.bank/services/#mobile-banking>

Mobile Deposit

Mobile Deposit right from your phone. Make sure you have the Mobile Banking App (following the instructions on the link above). If available to you, the Deposit button will appear right on the home screen of the mobile banking app. If you need assistance, call us at (618) 899-5680.

Banking Locations, Hours and ATM Locations

Our locations allow access to cash 24/7 using your CFB Debit Card which can also be used for paying for purchases and not handling cash as you try to stay healthy.

<https://www.cfbh.bank/about-us/locations-hours/>

CFB Debit Card

All Community First Bank checking account holders may choose to receive a free, instant-issue Mastercard® debit card to give you convenient access to cash and save you the cost of checks. Use your debit card to make purchases anywhere Mastercard is accepted or at Community First Bank ATMs to get cash or transfer funds.

Mobile Wallets

CFB's Mastercard debit card supports all mobile wallets (Apple Pay, Google Pay, and Samsung Pay). Add your card following the prompts from your smart phone. If you require assistance call (618) 899-5680

Text Banking

If you do not have a smart phone or prefer to get your balances by text, you must

- 1) sign into your online banking account at www.cfbh.bank
- 2) Locate “**Welcome (Your Name)**”
- 3) Choose Dropdown box and then **All Services and Settings**
- 4) Under Banking Services **Mobile Management**
- 5) **If your device is listed, click on Get Activation Code for Text Banking** and follow the prompts

If you need help, contact us at (618) 899-5680

Telephone Banking

Access your balances at **(800) 915-2616**

<https://www.cfbh.bank/services/#telephone-banking>

Online Mortgage Applications

Feel right at home with our mortgage team- offering a caring staff, comfortable payments and local decisions, beginning all from the comfort of your home!

Click below to start the process via our ‘online-mortgage web center’ here at CFB:

<https://commfirstbank.mortgagewebcenter.com/>

As you can see there are many options for you to bank with CFB from wherever you are and whenever you like. We will continue to monitor the situation and will take the steps necessary to make sure that we are doing our part to keep our environment at the bank as healthy as possible during this time for you and our employees.

Sincerely,



618-244-3000 www.cfbh.bank