



17785 Center Court Drive, Suite 750  
Cerritos, CA 90703  
Tel: (562) 345-9092

**VIA ELECTRONIC MAIL ONLY**

To Our Valued Customers:

As the Coronavirus Disease 2019 (COVID-19) (the “**Coronavirus**”) continues to evolve, our national, state and local governments are implementing ad-hoc measures focused on “social distancing.” Even through the physical distancing however, the one truism of this shared experience remains clear – we, as nation and as a local community, are in this fight – together.

Therefore, we are committing to keep you informed about the measures we are taking to both safeguard the health of our employees and customers, while continuing to support you in the manner you have come to expect of us. We intend to do this through periodic emails – sometimes daily, sometimes bi-weekly or weekly – as things develop and as we get more clarity from local, state and federal governments.

To get the most recent updates, you can always visit us on our website at **[www.firstchoicebankca.com](http://www.firstchoicebankca.com)**, as this contains the most up-to-date information regarding how we are responding to the exigencies posed by the Coronavirus while continuing to service existing and new customers. Additional resources include the following:

- [www.cdc.gov](http://www.cdc.gov)
- [www.who.int](http://www.who.int)
- [www.gov.ca.gov](http://www.gov.ca.gov)
- [www.sba.gov](http://www.sba.gov)

To be clear, we are **OPEN FOR BUSINESS** and, through careful planning and implementation, we have enabled most of our employees to either work remotely or rotate in-office shifts. As an additional precautionary measure, we may temporarily close some of our branch locations during this time. Should you need the assistance of in-branch personnel, please visit our website to locate the nearest opened branch location.

And, for our borrowers – as the federal government announces borrower assistance programs, we will endeavor to provide you with as much information as we can about these programs and if and how they will be rolled out through our Bank. Please recognize however, these are exigent times for everyone, and we may not always have the most up-to-date information about these programs or have clarity from our government and regulators on how to process loans through these programs. To the extent we do, we will provide you this information in our periodic updates.

Our Board and all of our Management are committed to working together with our clients so that everyone gets through this crisis healthy and ready for the strong recovery that we see ahead when this is over.

Thank you for being our valued client.