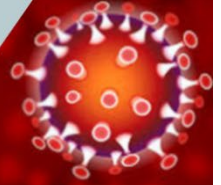


MIDDLEFIELD BANK

Latest Branch and Customer Support Updates



To our Customers:

March 19, 2020

Our highest priorities are the health and safety of our staff, our customers, and the well-being of the communities we serve. As we all are trying to adapt during this time of uncertainty surrounding the Coronavirus, Middlefield Bank is taking precautionary steps to help protect our customers and our employees.

Beginning Monday, March 23, we will be temporarily suspending walk-in transactions in our bank lobbies. Our drive-thru banking services will continue to be open. We would like to remind you that our [ATMs](#) are always available.

We are accepting appointments to assist you with all of your branch banking needs including opening or maintaining deposit accounts, safe deposit box access, business deposit services, loan applications, loan closings, other loan officer transactions, and any other banking transaction in which we can safely conduct.

Please contact [your banker at any local branch](#) to schedule an appointment during regular business hours.

We will also be extending our Customer Support Center hours effective on Monday, March 23, Contact the Customer Support Center at 888.801.1666 -- Monday – Friday from 7 am – 9 pm and Saturday 8 am – 1 pm.

Our Digital Banking Services are available 24/7:

- [Online Banking](#) to manage your accounts, transfer funds, and more.
- Paying your bills with [Online Bill Pay](#) via Online Banking.
- [Mobile Banking App](#) that can be downloaded to your smartphone. [IOS](#) [Android](#)
- [Mobile Deposit](#) from our Mobile App, to deposit paper checks from your smartphone.
- Using your [Debit Card](#) whenever possible to pay for items rather than using cash.
- [Mobile Wallet](#) which offers a touchless way to pay for goods and services.
- [ATMs](#) that offer an easy way to get cash, and deposit bills and checks.
- [Telephone Banking Easyline](#) at 877.622.2794 to check account balances, transfer between your accounts, and make MB loan payments.

Thank you for your patience and understanding during these unprecedented times. Feel free to call us at 888.801.1666 or visit us online at www.middlefieldbank.bank/coronavirus, if you have any questions.

Sincerely,

Thomas G. Caldwell
President & Chief Executive Officer

Helpful Health Links:

[Centers for Disease Control: About Coronavirus Disease 2019 \(COVID-19\)](#)

[U.S. Department of Homeland Security: What to do Before and During a Pandemic](#)

[Ohio Department of Health](#)

[FEMA: Financial preparedness pays off in emergencies](#)

