



September 21, 2020

Dear Valued Customer,

We want to thank you for your continued support and loyalty as we have progressed through the acquisition of City National Bank.

As noted in our previous communication, there were plans in place to find a permanent home for the Bergen Street Branch, which has been temporarily housed in a trailer at its current location for over 6 years. Industrial Bank inherited the issue concerning this temporary housing and immediately following the acquisition, the property owner requested our evacuation.

We regret to inform you that on Friday, September 25, 2020 at 5pm, we will close the 1080 Bergen Street location. Please be assured that re-locating the southside branch is a priority.

Management has been working vigorously over the last several months to secure a new branch location. Unfortunately, we have encountered several unforeseen circumstances including COVID-19, causing delays in opening a new branch in close proximity to the current location. We will continue to keep you updated accordingly.

Your patience and understanding during this transition is greatly appreciated. We encourage you to utilize our online and mobile banking services. However, if you need to visit a branch, our Bergen Street branch team members will be available to assist you at the 54 Halsey Street branch (lower level). Remember, you also have access to over 55,000 ATM's through our partnership with the Allpoint network.

Sincerely,

Industrial Bank Executive Team