



March 23, 2020

Dear Customers, Shareholders and Friends,

All of us at Union Bank feel, and share in, the weight of responsibility to our customers, our shareholders, our employees and the communities we serve, during this coronavirus COVID-19 pandemic. No words can do justice to each of your individual experiences over the last few weeks, but we are writing to make sure you know how much we care and the steps we are taking to serve you.

We fully understand that Union Bank is a critical lifeline for our customers and our communities. As always, we realize our valued customers need to access cash, need to make deposits, to borrow money and to review their financial well-being. To this end, we want to reassure you that:

- We have implemented enhanced cleaning procedures in our branches, ATMs and offices, following CDC and public health guidance.
- We have established a set of protocols to ensure that any of our employees who are high risk or potentially infected stay at home.
- Union Bank's drive thru facilities are all open five days a week from 8:30a.m. to 5:00 p.m. on Monday through Thursday and on Friday from 8:30a.m. to 6:00p.m.
- Our remote deposit functions, bill-pay and all other mobile/online banking services are fully functional and available.
- Our customer service telephone lines are available and functioning. Should you need to reach your Union Bank representative, set up an appointment to open an account, apply for a loan, or discuss any other urgent matter regarding your banking relationship, you may call your local branch directly.
- We are also taking measures to help our salaried and hourly employees stay safe including eliminating travel and in-person meetings and enabling work from home where possible.
- One of our core values is to come alongside our communities in need. Union Bank is in the process of directing \$100,000 of charitable funding to the Salvation Army to help those in need in the various communities that we serve.

Importantly, we understand there may be instances where borrowers find themselves facing financial difficulties. Union Bank is here to help, and we encourage borrowers who may be impacted to reach out to discuss how we might be of assistance.

We also ask you to be on the lookout for suspicious email and text messages that try to persuade you to share sensitive information such as username and password, or ones that may impersonate a company, charity, or government agency. **Union Bank will never ask you for your personal information or log-in credentials in an email or text message.**

We encourage you to download the Union Bank app or use your computer to stay connected and to bank with us 24/7. Using these capabilities is simple and free.

To stay connected, we will continue to post updates to our website and social media pages. Follow Union Bank NC on LinkedIn or like our Facebook page to receive updates.

Please be assured Union Bank is strong and financially sound. We have weathered storms like this in the past; most recently the United States recession that began in 2008, and we exited the recession strong, resilient and smarter. Union Bank is now among North Carolina's ten largest shareholder owned community banks, yet we still believe that to be our best, we must remain nimble and attentive to the needs of those we serve. When we began Union Bank (the little bank) in 1998, we saw the bigger banks were not taking care of their customers the way they once did. There seemed to be a lack of personal attachment and friendship between the banks, their people and the customers and the communities they were serving. We believed then, and we believe now more than ever, that we are better at relationship banking than the large impersonal banks. This is why our tagline and operating philosophy is: "We want To Know You." To that end, we are here for you.

We want to know how we can assist you. Please call or email any of our dedicated customer service employees if we can be of assistance.

We will stand strong together.

R Lee Burrows, Jr
Chairman of the Board

Rob Jones
Chief Executive Officer