



Royal Business Bank
皇佳商業銀行

CORONAVIRUS (COVID-19) - WE CARE ABOUT YOU



RE: COVID-19 (Coronavirus)

Dear Valued Customer,

One of our highest priorities is the health of our staff, customers, and the well-being of the communities we serve. At this time, all of our branches will continue normal banking operations at all locations. Below are some of the key points of Royal Business Bank response plan:

1. Increased cleaning and sanitization efforts in our branches and departments while reinforcing healthy habits for our staff;
2. Keeping our products and services fully available to you;
3. Monitoring the updates related to the virus; and
4. Enhanced risk monitoring and management.

Our Bankers enjoy seeing you in our banking branches; however, we fully understand the preference of limiting your daily interactions. We strongly encourage you to use our nightdrop for deposits that will be processed ASAP and use our electronic banking services that include online and mobile banking and ATM. You can access your account online by using the Royal Business Bank mobile app or rbbusa.com at your convenience. From there, you can make payments, view transactions, check balances, find an ATM and more. Please also be aware of suspicious emails and fraudulent scams.

Business customers can perform ACH, wire payments, remote deposits, mobile deposits, make payment and many other activities through our online banking system. If you have not signed up for these services, please contact your relationship manager.

Please continue to check our website and social media pages for updates.

Sincerely,

ROYAL BUSINESS BANK