



Contact:
719.657.3376
719.658.0126
Postmaster@TrueLocalBank.com

We are committed to help our customers affected by COVID-19

Del Norte Bank is a mutual bank, owned by its depositors. Our focus is on the welfare of our members and the community. As such, we believe that during this pandemic we must extend a helping hand to our customers, employees, and community. We are offering payment relief, lowered fees and other support to affected customers and adjusting operations to help protect the health and safety of customers and employees.

As we all adapt to this situation, whenever possible, **please use the digital tools we have on the Del Norte Bank Mobile App (available at the App Store or Google Play) and online banking at [TrueLocalBank.com](https://www.truelocalbank.com)**. Each of these platforms offer robust banking options for businesses and individuals. The mobile app offers Mobile Deposit Capture, Bill Pay and a Person to Person (P2P) payment system that can really help during this crisis to make your deposits and pay people. Online Banking provides Cash Management services for businesses like sending wires and inbound or outbound ACH payments. Check these free services out and give them a try. Contact us if you have any issues with the restrictions placed on any of these services.

Our lobbies remain closed at the branches, but we are offering all services including new account openings and new loan originations. We have developed procedures for each service designed to keep you and our employees safe.

Contact info:

Del Norte Branch 719-657-3376
Creede Branch 719-658-0126
Email postmaster@TrueLocalBank.com

What should you do:

- Focus on the safety of you and your loved ones.
- Follow safety measures as prescribed by the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
- Follow public health orders.
- Be especially vigilant about cyber-crimes. Remember, never provide your private information over the phone, text or email. Some good information about protecting yourself is available at <https://www.usa.gov/identity-theft>.



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- If you are unable to make your loan or utility payments, contact your lender or utility company immediately.
- Update your contact information, especially cell phone numbers and email addresses on your financial institution accounts (Del Norte Bank, Credit Cards, Mortgage Accounts, etc).

Consumer and Mortgage Relief

Payment Deferrals:

We are offering to defer loan payments for 90 days for those individuals directly impacted by COVID-19. Request the deferral in writing via letter or email. Include:

- your name,
- physical address
- email address
- loan number
- describe how the crisis has impacted you and your household
- We will process most of these requests automatically

A phone call is not necessary, we will contact you when the documentation is ready. We expect many requests, so please be patient.

NOTE: If you can continue making your monthly debt payments, you should do so, even if a deferral is available. A payment deferral can significantly increase the total amount of interest paid on your loan and will create a balance due at the end of your loan term.

Discounted Rates:

Del Norte Bank is offering new consumer installment loans with a discount to interest rates of 2% to qualified borrowers for a period of 6 months. The term of the loan is determined by the collateral. Rate will revert to the normal rate after six months for the remainder of the loan period.

Late Charges Waived:

Effective April 1st, 2020, we will temporarily waive new Late Charges on all consumer and mortgage loans.



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Deposit service changes (effective for the duration of the crisis)

- Effective March 1st, 2020, we will temporarily waive overdraft/non-sufficient funds charges for any overdraft.
- Many other deposit service fees are temporarily waived or reduced. Call or email for details.
- Penalties on Certificate of Deposit withdrawals are temporarily waived on withdrawals of \$10,000 or less.

Commercial Payment Deferrals

We are offering to defer loan payments for 90 days to businesses directly impacted by COVID-19. Simply email or write to the bank discussing:

- Financial Hardship Experienced
- What is the business plan during this pandemic (*such as reducing capacity, transitioning to take-out only, temporary closure, off-site personnel, etc*).
- Additional relief programs may be available depending on circumstances and government support programs.
- All actions will be subject to approval.

Business Support Summary Matrix

We have created a matrix summarizing many of the programs available to aid in navigating the complex array of available support. It is available at [TrueLocalBank.com](https://www.truelocalbank.com) and we will keep it up to date as information becomes available. If you have questions, please contact the lending team at 719.657.3376. (You may receive this email prior to the matrix being available on the website.)