



Our Commitment to You

Somerset Trust Company takes the news and events surrounding the coronavirus pandemic very seriously. We are a team and a family that cares deeply about our customers and each other.

While we still do not know the outcome of this unprecedented situation, we want to assure you of our commitment to you and our communities.

Our bank branches and offices will remain open to serve you as long as we are able while abiding by all government mandates. We have taken steps in our branches and workplaces to be vigilant in cleaning and sanitizing. We are focused on high touch surface areas, ATMs, drive-up drawers, doors, and public waiting areas. We are insisting on the use of hand-sanitizer by our staff in between transactions and practicing social distancing.

We have the utmost concern for our Somerset Trust team and their families. We have assured them they will not be penalized should they or someone in their family become ill. We have discouraged non-essential travel for meetings and plan to postpone bank events with the large groups.

Additional Service Options

We invite you to use our self-service banking conveniences in the event you choose not to come into the branch.

- **People First Call Center** We urge you to call our People First Call Center if you have any questions regarding your account or finances. The People First Call Center is available **Monday - Friday 7AM – 9PM and Saturday & Sunday 7AM – 5PM.**
- **Mobile and Tablet Banking** STCAnywhere is available 24/7 and can accommodate many of your banking needs. If you would like to sign up for these services, please contact our People First Call Center or **visit our website at www.somersettrust.com**, where we also have live chat available to guide you through the steps.
 - *Please note that if a representative from Somerset Trust Company contacts you directly, we will not ask for any personal identification information. If you receive a phone call from a person representing themselves as Somerset Trust Company and asking for confidential information, please do not give them any information, but rather hang up and contact our Call Center at 1-800-972-1651.*

- **ATMs** For your cash needs, we invite you to use our many ATMs throughout the region. This includes ATMs at any Sheetz location which are surcharge free when you use a Somerset Trust debit card.

Looking Forward

We will continue to monitor the situation and communicate any updates as they develop. Working together, we will overcome this challenge. The 'can-do' spirit of our communities always prevails and we have no doubt that this time will any different. We also want to extend our heartfelt appreciation to the health care workers and government and agency officials working diligently to care for and protect all the people of our communities.

Thank you for the relationship you have with Somerset Trust Company.

Take care and be safe,

A handwritten signature in black ink, appearing to read 'G. Henry Cook', written in a cursive style.

G. Henry Cook