



City First Prepared to Help Our Communities Navigate Coronavirus

Leveraging City First Resources

Washington, DC, March 13, 2020 - As a community development financial institution, the well-being of our communities has always been at the core of our mission. We are closely monitoring the developments surrounding the (COVID-19 (coronavirus) and will remain focused on ensuring the continued health and safety of all our customers and employees, which includes following the guidelines set by the Centers for Disease Control and Prevention ([cdc.gov](https://www.cdc.gov)).

City First stands ready to offer assistance and solutions to help our customers navigate through these challenging times. We will do as much as we can to leverage and extend all of our banking and finance tools, as well as identify and share local and federal resources that may become available to support our customers.

We strongly recommend that you leverage all of the available City First tools and resources for self-service banking and 24/7 account access through our mobile, online and voice banking services. From the comfort of your computer or phone, you can check balances, transfer funds, deposit checks or find the nearest ATM. Information and assistance can also be found at www.cityfirstbank.com or by calling **City First's Customer Care Center at 888.351.3280**. Other online options such as City First Online Bill Pay ([get link](#)), ATM Locations ([get link](#)) and Business and Personal Credit Card Options that can be utilized for overdraft purposes ([get link](#)) exist to assist you remotely.

If you are not enrolled in Online or Mobile Banking and you need assistance with the process, please visit www.cityfirstbank.com or our branch for assistance at 1432 U Street, NW, DC which is currently operating at normal business hours (Monday-Thursday 9am-4pm and Friday 9am-5pm).

In addition, we have contingency plans in place that are designed to prevent any service disruptions due to coronavirus impacts, as we do for any number of scenarios. These include remote access capabilities, alternate work locations for employees and continuity plans for critical operations.

As part of our ongoing efforts to protect the health of our employees and customers from the potential impacts of the coronavirus, City First has enacted new restrictions on business travel and hosted events. We continue to share health and wellness information, including prevention tips from the CDC to inform and support our employees.

City First remains committed to supporting community-led solutions to community-based challenges. We have the people, technology, products, services and tools to help you navigate this challenging time. We welcome your feedback on any additional ways we can partner with our customers, investors and community leaders to get us all to the other side of this global crisis. Share your comments and **suggestions at info@cityfirstbank.com**.

Thank you for being a valued member of our community, let's work together to address this crisis.