

A message from Jack Heath, President and COO, Washington Trust Bank

As a valued customer of Washington Trust Bank, I appreciate the trust you place in us which is why I personally want to share this information with you.

With the recent news about COVID-19, it is important for us all to remain informed. The well-being of our customers and employees is our foremost focus, therefore I want to update you on the steps we have implemented to help protect your health and financial well-being. We have no confirmed cases among our employees and are taking a preventative approach to minimize risk.

STEPPING UP OUR DEEP CLEANING.

We are committed to cleaning high-traffic areas in branches and offices each hour. This means coffee pots, door handles, ATMs, countertops, etc.

RECOGNIZING THE ONGOING IMPORTANCE OF HYGIENE.

We are distributing frequent reminders to our teams on the importance of hand hygiene, issuing hand sanitizers, as well as highly encouraging employees who are not feeling well to stay home.

WE HAVE SUSPENDED ALL NON-ESSENTIAL BUSINESS TRAVEL.

We are limiting our travel to instances that are only critical to business operations.

WE ARE TAKING THE PRECAUTIONARY STEP OF CANCELING ALL LARGE GATHERINGS.

Gatherings of more than 10 people will be cancelled, rescheduled or executed virtually when possible to avoid any cross infection.

Please contact your banker if you have any questions or concerns about how COVID-19 may affect your business and your finances. You may manage your everyday banking needs on watrust.com, by using WTB Online or WTB Mobile, calling our Priority Services team at 800.788.4578 or visiting any of our convenient ATM or branch drive-ups. We are continually monitoring the COVID-19 situation and we will update watrust.com/COVID19 as we have new information to share with you.



John E. (Jack) Heath, III
PRESIDENT / COO