

**John R. Buran**  
President & Chief Executive Officer

220 RXR Plaza  
Uniondale, NY 11556

March 2020

Dear Flushing Bank Customer:

As concerns about the Coronavirus (COVID-19) in our area continue to escalate, I wanted to assure you that Flushing Bank is closely monitoring the latest reports from the Centers for Disease Control (CDC). We have taken a number of precautionary steps to ensure the health and safety of our customers and employees.

All Flushing Bank employees have been educated on the best practices recommended by the CDC. We are limiting employee participation in events that involve large group gatherings and are monitoring any and all travel plans. All branches have been equipped with hand sanitizer and will continue to be sanitized and disinfected with special attention to high touch surfaces.

We encourage you to access your accounts with our Online & Mobile Banking tools to check balances, make payments, transfer funds, deposit checks, or find the nearest ATM.

We will continue to monitor the situation and evaluate additional measures to support our customers and communities as the needs arise.

For additional information about COVID -19, visit the CDC at [cdc.gov](https://www.cdc.gov) or your local health department website.

Sincerely,

A handwritten signature in blue ink that reads "John R. Buran". The signature is fluid and cursive, with the first name "John" being the most prominent part.

John R. Buran  
President and CEO