

From Our CEO, Wendy Cai-Lee

To All Clients,

As our valued clients, we want to personally reach out, address the evolving situation with the Covid-19 pandemic and current market volatility, specifically, what we have put in place to not only minimize the negative impact but to take good care of our employees and clients, during these challenging times.

Supporting our clients, colleagues and communities remain a priority. We have already put in place precautionary measures to ensure our employees can continue to provide excellent client service without jeopardizing their safety. At the same time, we have established appropriate processes, protocols, and tools to allow us to provide uninterrupted service to our clients, onsite or offsite. The following are some of the steps we have already initiated, as well as tools available.

Employee and Client Safety

We have stepped-up our office cleaning and disinfecting activities to ensure a healthy and clean work environment, including a sufficient supply of disinfecting products. We will continue to follow the standards set by the CDC to safeguard the health of all employees and visitors. In addition, we have implemented strict protocols regarding travel, conference and event attendance as well as large gatherings at our headquarters to minimize any risk.

Uninterrupted Service

We have tested our business continuity plan to ensure our daily operations can be fully supported through backup protocols, and every member of the bank can have sufficient remote access capabilities to continue providing uninterrupted service. Our online and mobile banking platforms allow clients to effectively manage their accounts, both consumer and commercial, at any time and from anywhere.

We Are Here for You

We are always available to discuss any anticipated changes and/or hardship your business may face due to this fast-changing market environment. We assure you that we are here to help and to work with you. In addition to your regular communication channels, your Relationship Managers will make sure that you have their mobile number in case you need to reach them. For any emergencies, you can always email hello@piermontbank.com. We will respond within 24 hours.

Bank

As a relatively new bank, we benefit from having a very new, clean portfolio without legacy burden. We also benefit from a very flexible, digital based infrastructure that easily allows us to be functional in a remote working environment. Furthermore, with a clean balance sheet and strong capital position, we are well positioned to support our clients through this fast-changing, challenging environment.

At Piermont Bank, we remain focused on running a safe and sustainable business while continue to strive to add value to our clients.

As always, we are grateful to have your business.

Stay well.

Very best,



Wendy Cai-Lee
CEO & President