



# Sterling federal Bank

To Our Valued Customers,

**Effective immediately, for the safety of our customers, employees, and communities we are temporarily closing our lobbies at all Sterling Federal Bank locations until further notice.**

Servicing our customers remains our highest priority. As such, all of our drive-up facilities will remain open during this time and we will be making ourselves available by appointment only for those customers who need further assistance.

As a reminder, Sterling Federal Bank offers the following services for your convenience in lieu of having to physically come to the bank:

- ATMs
- Online Banking ([www.sterlingfederal.com](http://www.sterlingfederal.com))
- Telephone Banking for balance and transaction history (800-353-0888)
- Call 815-626-0614 to speak to one of our Customer Service Representatives or schedule an appointment

We will continue to closely monitor the developments around the Coronavirus outbreak and update you regarding any changes.

We thank you for your patience and trust that you and your families remain safe and are taking appropriate steps to support the health and welfare of our communities.

If you have any questions or concerns, please don't hesitate to contact us.

Sincerely,

Dean A. Ahlers  
President/CEO