

Effective Thursday, March 19, all branches of First Iowa State Bank will move to drive-up service only as an additional precaution. We ask anyone who needs to meet with a staff member in person to please call in advance to set up an appointment.

Important Information Regarding COVID-19 (Coronavirus)

First Iowa State Bank (FISB) is closely monitoring the COVID-19 (Coronavirus) pandemic. We want to assure our customers that we are preparing for a wide range of circumstances related to this situation. While the spread of COVID-19 is creating volatility for national and global markets, we at FISB are committed to remaining steadfast for our local communities. We are taking steps to ensure a continuation of service for our customers while focusing on the health and safety of our employees.

What You Can Do

- We strongly encourage you to leverage our [mobile app](#) and [online banking](#) for the convenience of banking anytime and anywhere without having to travel to the bank to make deposits, payments, or transfers.
- If you don't have online banking, please complete [this online form](#).
- Contact us at 888-226-5232 or call your [local branch](#) if you have questions about your accounts or need assistance. We are here for you and will continue to deliver the great service you expect and deserve.
- Practice social distancing including utilizing the drive-up for transactions that allow it.
- Utilize your debit card rather than cash. The World Health Organization is encouraging the use of digital payment options because the COVID-19 virus can survive on hard surfaces like coins for days.
- Be wary of criminals who prey on crisis situations to defraud others. Stay on the lookout for suspicious price gouging, phishing attacks, fake websites, etc. This [American Banker article](#) outlines some tactics these criminals use to exploit vulnerabilities associated with public uncertainty.
- Follow the Center for Disease Control and Prevention's (CDC's) [recommended daily preventive actions](#) to help limit the spread of respiratory diseases.

What We're Doing

At FISB, the health and safety of our employees is our top priority, so we're taking the following proactive steps. We will continue to evaluate additional measures as needed.

- Promoting employee awareness by communicating the risks of a pandemic outbreak and discussing the steps employees can take to reduce the likelihood of contracting the illness.
- Encouraging employees who are ill to stay home and utilizing phone conferences for meetings.
- Providing sanitizing wipes and hand sanitizer to staff while maintaining cleanliness measures at our offices.

- Monitoring guidance from the Centers for Disease Control and Prevention and the World Health Organization.

Please visit the [CDC's website](#) for the latest information on COVID-19.

We encourage you to check back here for the latest updates regarding FISB's precautionary measures.