



Dear Valued Sound Bank Customer,

Our hearts go out to all those affected by Hurricane Florence. We want you to know, we are here to help you through this difficult time.

If you, or anyone you know was impacted and needs assistance with any Sound Bank services, please contact your local branch or you may contact the Raleigh Bancorp Corporate Office at 919-948-1978.

We know the last thing you need to worry about in a storm-battered area, is paying a bill on time or incurring a fee for taking out cash at the closest ATM. Here are the ways we are helping our customers that were impacted by Hurricane Florence:

- Waiving fees for customers using non-Sound Bank ATMS, upon request.
- Reversing or waiving certain fees – such as late fees for lending products, upon request.
- Customers in FEMA-declared major disaster areas can call and request the bank to suspend late payment reporting to the credit bureaus for 90 days.
- Mobile Deposit limits have been increased to \$2,500.00.
- We are offering assistance with direct and indirect Disaster Loan Programs.

If you have internet access, you can also log in to our mobile banking app or online banking account to do financial tasks, like:

- Send money to friends and family
- Deposit checks
- Make Loan Payments
- Transfer Funds
- Pay bills

Please know our thoughts are with you at this challenging time. The well-being of our customers and communities are important and we are committed to supporting in any way we can.

We thank you for being a Sound Bank customer.

