



To Our Valued Clients and Community Partners,

First Federal has been a part of the community since 1922. During these years, we have stood with you in good times and bad. Through bumper crops, droughts, peace and wars, we have been here for our communities and our customers. Now is no different.

COVID-19 has caused unprecedented change in our communities as schools are closed, events are cancelled, and businesses have suspended their operations. In the midst of all this, First Federal is still here to help. Our COVID-19 Relief Programs are designed to alleviate some of the financial hardships you or your business may face.

For Consumers:

- **Consumer & Mortgage Loan Payment Deferral Program:** Upon request, First Federal customers in good standing are eligible to have loan payments and fees deferred for up to 90 days. Please call (503) 835-1033 to discuss your specific situation.
- **Emergency Personal Loan:** First Federal customers in need of funds for purposes such as to supplement income loss, pay bills, and cover expenses are eligible to apply for funds with no interest payments for 90 days. Please contact a loan officer learn more about this program.

For Small Businesses:

- **Small Business Stability Loan:** First Federal business customers who have seen a 10% or greater drop in revenues are eligible to receive funds with no interest or payments for 90 days. Please contact your Relationship Manager to learn more about this program.
- **Commercial Real Estate Loan Payment Deferral Program:** Upon request, First Federal business customers in good standing impacted by the COVID-19 outbreak are eligible to have loan payments deferred for up to 90 days. Related deferral fees are waived on loans and lines of credit. Please contact your Relationship Manager to learn more about these programs and to discuss your specific situation.

For the safety of our customers and employees, we have temporarily closed branch lobbies and are operating on an appointment-only basis and through drive-up windows. We have also increased branch-cleaning services and increased the number of employees working remotely. You can find the most up-to-date information on branch operations [here](#).

If you have tried to reach us by phone, you may have experienced a longer wait time than normal due to an increase in call volume. Thank you for your patience as we assist each customer individually at this time.

Our online, mobile, and telephone banking services remain the best option for most transactions at this time. The [mobile banking app](#) is equipped with mobile check deposit, which we encourage you to try out. Soon many of you will be receiving a stimulus check. Depositing this check, and others, in the comfort of your home may be more appealing than waiting in our drive-up lines. We are more than happy to help you in whichever way you choose to bank with us, we just want you to know your options.

We truly appreciate your continued support and the trust that you place in us. Please contact a First Federal team member at (503) 472-6171 for personalized assistance at any time.

Sincerely,
Jim Schlotfeldt, President & CEO
First Federal