



January 23, 2018

<<OWNER NAME1>> <<OWNER NAME2>>
<<ADDR LINE 1 (ACCT)>> <<ADDR LINE 2 (ACCT)>>
<<CITY (ACCT)>>, <<STATE (ACCT)>> <<ZIP (ACCT)>>

RE: Rattlesnake Ridge/Branch Update

Dear Valued Customer,

Our thoughts are with our customers and their families who live and work in the areas that could potentially be impacted by Rattlesnake Ridge. This can be a stressful time and we want to provide as much assistance and support as we can.

In the event you are unable to access your local branch, we have a number of alternate banking tools available.

- **Heritage Bank Debit Card**—Use your card to access funds from participating ATMs and make purchases wherever Visa® is accepted. If you need to request a new PIN, please call us at 800.455.6126.
- **Online Banking**—If you do not already have an online banking account, sign up today at HeritageBankNW.com. With online banking, you can check your account balance, transfer funds, make loan payments, view transaction history, and more. You can also sign up for Bill Pay, ensuring your bills get paid on time.
- **Mobile Banking App**—Download our free mobile banking app for your Apple or Android device for 24/7 access to your accounts anytime, anywhere.
- **Direct Deposit**—In the event mail services are disrupted, you are displaced from your employer, or you simply have no way to get to the bank, direct deposit ensures that your money is automatically and securely placed in your account.
- **Heritage Access Line**—Keep our 24/7 telephone banking line handy: 888.505.9150. You can get information about your accounts, monitor recent account activity, transfer funds, and check balances.

If flooding should occur as a result of a landslide, documents or valuable items in your safe deposit box could be damaged by water. You may want to consider moving these items from your existing safe deposit box to one of our other Central Valley Bank locations.

Staying informed about the landslide is the first step to keeping you and your family safe. Use the resources below to get updates as soon as they happen.

- Yakima County website: www.yakimacounty.us/2084/Rattlesnake-Ridge-Info
- Yakima County alert system: www.yakimacounty.us/AlertYakima
- Department of Natural Resources website: www.dnr.wa.gov/rattlesnake-hills-landslide
- Yakima Herald: www.yakimaherald.com/slide
- Yakima County Office of Emergency Management Facebook page: www.facebook.com/YakimaCountyOEM
- Heritage Bank website: www.heritagebanknw.com/home/resource-center/branch-updates

Our branches will remain open until further notice. Should a landslide restrict access or cause damage to one of our branches, we will post updates on our website and social media channels as well as provide alternatives for your banking needs.

If you have any questions, please feel free to call us at 800.455.6126 or visit your local branch.