

FOR IMMEDIATE RELEASE:

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Temporary Suspension of Lobby Service at First Federal Bank of Wisconsin

Waukesha, WI (Date) – The rapid progression of COVID-19 has presented all of us with an unprecedented challenge. As a community bank, we are deeply committed to doing all we can to help keep our employees, families, customers, and communities safe and healthy. To help support community health management efforts we are suspending lobby service effective Tuesday, March 17, 2020.

Our branch teams are here to help you in the drive-ups and by phone. Please consider utilizing our many convenient banking services to minimize in-person contact.

Online and Mobile Banking

Full management of your accounts can be handled using our [online and mobile services](#). These 24/7/365 services allow you to safely handle your banking needs from the comfort of your home. You may view balances and transactions, make transfers and payments, manage your debit card, and more.

Drive-Thru

Our drive-thru services will remain open during regular hours and can handle most of your banking needs. We welcome you to use these services not just via your vehicle, but as a pedestrian as well. For your safety, please use the lane closest to the building and remain alert of other traffic.

ATMs

Our ATMs and other ATMs in the Money Pass Network allow you to access cash 24/7/365. Find free ATMs close to you by clicking [here](#).

Call Center

Our call center will be open during normal business hours Monday thru Friday from 9:00am until 5:00pm and Saturdays from 9:00am until 12:00pm at (262) 542-4448. As we attempt to address all our customers' banking needs during this time of uncertainty, we appreciate your patience in case that you experience a longer-than-anticipated wait time.

We plan to resume full branch lobby service Monday, April 20, 2020. This date may change subject to public health conditions. We look forward to returning to full-service operations for all your banking needs once the requirement for social distancing diminishes.



Edward H. Schaefer
President and CEO
First Federal Bank of Wisconsin

All of our most up to date Preparedness and Resilience Plans for COVID-19 are available at <https://www.firstfederalwisconsin.com/covid-19/>. The most reliable source for information regarding COVID-19 is the CDC website, www.cdc.gov.

About First Federal Bank of Wisconsin: First Federal Bank is headquartered in Waukesha, Wisconsin. This \$300 million community bank operates with branch locations in Brookfield, Bay View, and two convenient locations in Waukesha. First Federal Bank of Wisconsin is a community bank serving the financial service needs of consumers and businesses since 1922. First Federal Bank of Wisconsin prides itself on providing their customers “The Community Bank Difference” that emphasizes local and responsive decision making, personalized service and advice to meet the needs of their customers and a strong commitment to the communities they serve. The bank received a 2019 Five Star, Bauer Financial rating and is considered one of the most financially sound institutions in the State of Wisconsin. For more information, visit www.ffbwi.com or call (262) 542-4448.

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