



We're here when you need us

We are faced with challenging times as the world deals with the impact of the coronavirus. The health risks are real and the economic implications for many businesses have been significant. As we continue to monitor the situation, we understand that some of our business customers may feel the effects of this growing health crisis and want you to know that we're here for you.

Rest assured, as one of the strongest and most trusted banks in the country, Valley stands firm with our business clients in this time of uncertainty. That's why we're asking clients who may be impacted as a result of the coronavirus to contact their Valley representative. Our commercial lenders and bankers will work with you to navigate the economic uncertainties that we are experiencing today and offer a solution that can address your specific needs.

What you can do now

Our branch associates and Customer Care Team are available and ready to help you. And we're doing everything we can to keep our branches open to serve you during this crisis. If we need to close certain branches, we're prepared to centralize services to other locations within that same market to avoid potential disruptions of service to our customers. You can find frequent updates at Valley.com.

We also want to make sure you have access to your accounts 24/7. That's why we strongly recommend that you enroll in all our digital platforms, such as online and mobile banking to check balances, transfer funds, initiate bill payments, deposit checks or find the nearest ATM.

These tools and resources will allow you to perform many, if not all, of your normal banking services without having to visit a branch location. If you need help enrolling in any of these services, please contact your Valley representative immediately or call our Treasury Management Team at 866-245-4554 from 8:30 AM to 5:30 PM ET, Monday through Friday.

You can count on us

In times of uncertainty it's important to bank with someone you know and trust. We will continue to closely monitor the situation as it develops and will take the appropriate steps needed to support our customers, colleagues and communities. If we feel we need to contact you, please be aware that we will never ask you for personal or confidential information such as your password, account number or personal identification number (PIN).

As always, we remain committed to providing you with the same exceptional service and solutions you expect and deserve from Valley.

Thank you for your continued trust and confidence in Valley.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Iadanza', written in a cursive style.

Tom Iadanza
Senior Executive Vice President
Chief Banking Officer