



Frequently Asked Questions Related to the COVID-19 Pandemic

Branch Operations

Will Apple Bank temporarily close any branches?

Apple Bank will follow guidance from local authorities and from the Centers for Disease Control and Prevention (CDC) in addressing any containment issues that may arise in the future. Get the most up-to-date information on our branch operations and hours.

COVID-19 Related Hardship

I have an Apple Bank residential mortgage being serviced by Dovenmuehle Mortgage Inc. (DMI). Who should I call if I am facing hardship related to the COVID-19 pandemic?

If you have an Apple Bank residential mortgage being serviced by Dovenmuehle Mortgage, Inc. (DMI), and are facing hardship related to the COVID-19 pandemic, please contact DMI directly at www.dovenmuehle.com, or at 1-888-442-0023 (domestic) or 847-550-7300 (overseas). A Dovenmuehle specialist will work with you directly on hardship circumstances and potential forbearance options.

I have an Apple Bank credit card. Who should I call if I am facing hardship related to the COVID-19 pandemic?

If you have an Apple Bank-branded credit card, issued and serviced by First Bankcard (a division of First National Bank of Omaha), and are facing hardship related to the COVID-19 pandemic, please contact First Bankcard directly at www.firstbankcard.com, or at 1-855-550-9125. A First Bankcard specialist will work with you directly on hardship circumstances.

CARES Act Retirement Plan FAQ

Note: Apple Bank does not provide tax or legal advice. Please consult your tax or legal advisor for details, and about your individual circumstances.

Can I withdraw funds from my retirement account to cover COVID-19-related expenses?

The CARES Act permits you to withdraw up to \$100,000 from eligible retirement plans, if you meet the following COVID-19 hardship conditions:

- You, your spouse, or dependent has been diagnosed with the coronavirus (i.e., SARS-CoV-2 or COVID-19),
- You have experienced adverse financial consequences due to being quarantined, furloughed, laid off, or have been subjected to reduced pay as a result of a reduction in hours worked due to the coronavirus,
- You are unable to work due to lack of child care due to the coronavirus,
- You own or operate a business that has closed or reduced hours due to the coronavirus, or
- Other factors as determined by the Secretary of the Treasury.

Will I have to pay the 10% IRS early withdrawal penalty if I take a coronavirus-related distribution?

No. The 10% tax penalty that generally applies to early withdrawals from a retirement account if you are younger than 59½, will not apply to coronavirus-related distributions made under the CARES Act.

When can I make coronavirus-related distributions?

The CARES Act coronavirus-related distributions are available through December 31, 2020.

Will I have to pay tax on these distributions?

Yes. However, tax associated with distributions may be paid back in equal amounts over three years, beginning with taxable year 2020.

Am I required to take a Required Minimum Distribution (RMD) from my retirement account in 2020?

No. If your account is an eligible IRA, 401(k) plan, 403(b) plan or other eligible contribution plan, RMDs for these plans have been waived for 2020, including a plan holder's first RMD provided it was NOT taken before January 1, 2020.

Where can I get more information on the retirement-related provisions in the CARES Act?

The IRS is expected to provide ongoing guidance for the CARES Act retirement-related provisions at www.irs.gov/coronavirus.

General Services FAQ

Will I still receive my federal government Social Security benefits?

Yes. The Social Security Administration is mailing checks or directly depositing Social Security benefits to recipients, as usual. There are no changes to Social Security Benefits related to COVID-19 or the CARES Act.

What is Apple Bank's ABA routing and transit number for direct deposit of paychecks or government checks?

Apple Bank's ABA routing and transit number is 226070584.

How can I access my safe deposit box?

Full-access branches open to the public Monday-Friday 9:00 am-1:00 pm will continue to serve safe deposit box customers, as usual. Select full-access branches are also open on Saturdays from 10:00 am to 1:00 pm. Appointments are not required, but are encouraged as a way to help ensure social distancing. View branch and ATM availability.

What can CustomerLine agents assist me with, so I do not have to visit a branch?

CustomerLine can answer many of your questions and assist you with CD renewals, fee reversals, and account maintenance. For agent assistance, call 914-902-2775 (TDD 800-824-0710). Get the most up-to-date information on CustomerLine operations and hours here.

Can I bank from home?

Yes! We encourage you to use our secure Digital Banking services:

1. Enroll in Digital Banking at applebank.com from your desktop or mobile device.
2. Download the Apple Bank Mobile App for full functionality on your device.
3. Use Telephone Banking to check balances and make transfers.

I've never used digital banking before. How can I get set up?

Visit applebank.com/register to enroll. Access step-by-step Online Banking Guides with illustrated instructions to set up Digital Banking and download the Mobile App. CustomerLine Digital Banking Specialists can also assist you with enrollment and/or service setup to safely conduct your banking and pay your bills from home. Call 914-902-2775 (TDD 800-824-0710) for assistance.

COVID-19 FAQ

What are the symptoms of Coronavirus?

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough, and difficulty breathing, according to the CDC. For more information, visit www.cdc.gov.

How does Coronavirus spread?

The coronavirus spreads mostly through person-to-person contact within about a 6-foot (1.8 meters) radius, according to the CDC. People with COVID-19 spread viral particles through coughing and sneezing. For more information, visit www.cdc.gov.

What can I do to protect myself?

The CDC has posted steps everyone can take to protect themselves from the Coronavirus and other illnesses, including the following:

1. Avoid close contact with people who are sick.
2. Observe social distancing and try to stay 6 feet away from others.
3. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
4. Clean and disinfect frequently touched objects and surfaces.
5. Stay home when you are sick, except to receive medical care.
6. Wash your hands often with soap and water for at least 20 seconds.

Visit www.cdc.gov to read all of the CDC guidelines.

What is Apple Bank doing to promote cleanliness and prevention in branches?

Apple Bank is following Centers for Disease Control and Prevention (CDC)-recommended protocols to disinfect facilities and help prevent the spread of infection. Visit www.cdc.gov for updates and necessary precautions to reduce your risk of contracting or spreading COVID-19.

Pursuant to NYS Executive Order 202.17, a mask or cloth face covering is required to enter Apple Bank branches, and we ask that customers and visitors maintain at least six feet of distance from others.

The use of a mask or cloth face covering helps protect others in the branch or facility should you be infected, but are not showing symptoms. Children under 2 years are not required to wear a mask. Our branches are equipped with masks and hand sanitizer.

If you have a medical condition or disability preventing you from wearing a mask or cloth face covering, please let a branch representative know immediately.

Thank you for observing these precautions to help everyone stay safe.

How can I stay informed on COVID-19?

Please visit www.cdc.gov for the most up-to-date information on COVID-19.