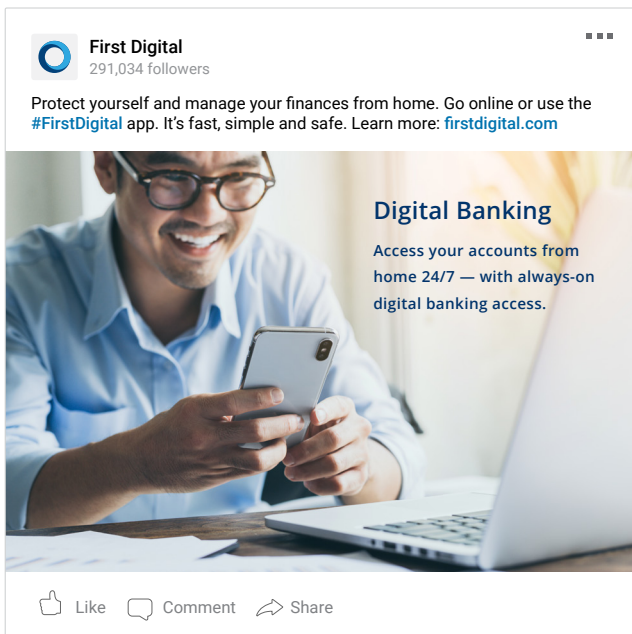


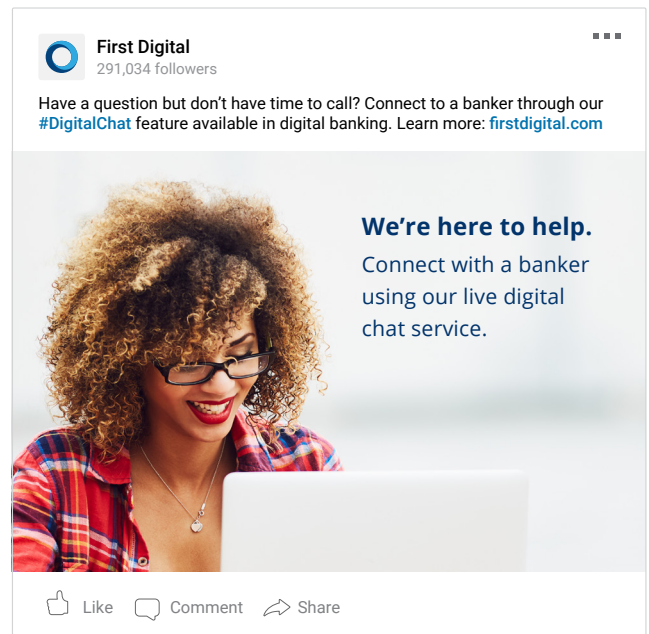
SOCIAL STARTER KIT

Harnessing technology to keep consumers connected to their finances

As users are changing the way they work, communicate with friends and family, and adapt to their new normal, it's important to meet them where they are. Social media can be a great way to help ease the transition from offline to digital — and to make sure your digital users understand all the tools at their fingertips. From updates on operating hours to contacting a financial advisor to set up a virtual meeting, here are some ways to keep your users in the know.



Digital Banking



Digital Chat



First Digital @FirstDigital • 7 min

Access your accounts from home, 24/7—with always-on digital banking access.
Learn more: firstdigital.com

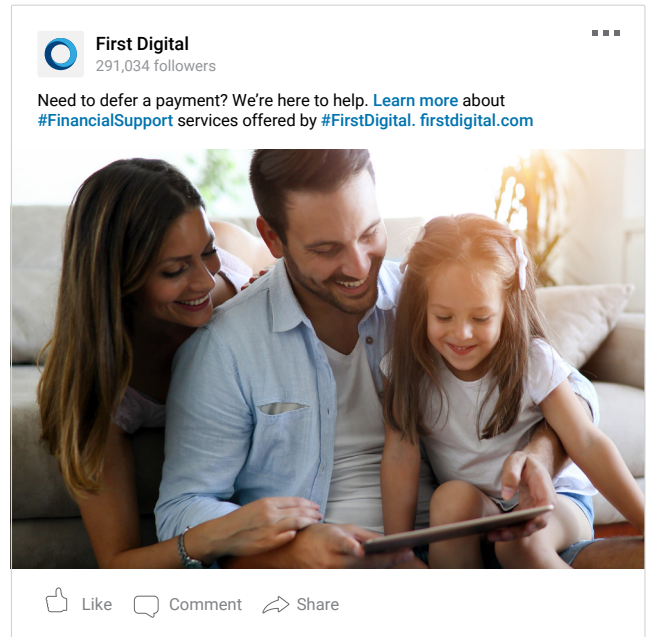


First Digital @FirstDigital • April 1

Connect with a banker using our live #DigitalChat service.
Learn more: firstdigital.com



Financial Support and Assistance



Defer a Payment



First Digital @FirstDigital • 4 min

#FirstDigital is offering special assistance to our retail and business users impacted by the evolving COVID-19 pandemic, including payment #deferrals and more. Learn more: firstdigital.com



First Digital @FirstDigital • April 2

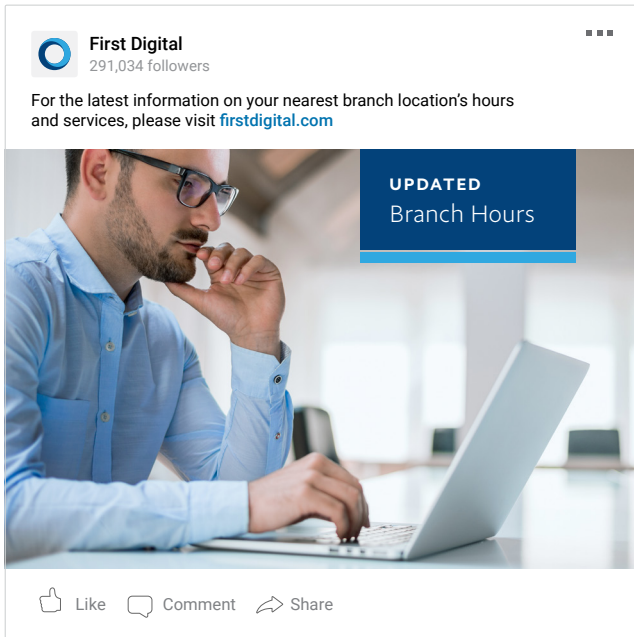
#FirstDigital is actively monitoring the evolving COVID-19 situation and making sure you have the tools and resources you need to manage your #FinancialWellness. Learn more about our [digital banking](#) features, branch information and the special assistance we're offering.



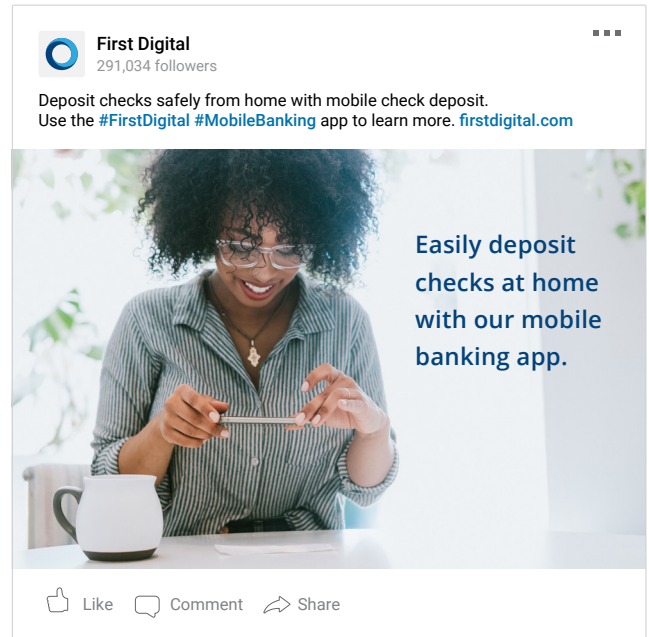
First Digital @FirstDigital • April 3

"Hey Alexa, what's my account balance?" We've enabled #VoiceBanking with Amazon Alexa devices. Download the [#AmazonApp](#) and our [#FirstDigital](#) skill for contactless banking.





Branch Locator



Mobile Deposit

First Digital @FirstDigital • 6 min



To do our part and protect the health and safety of our members, employees and communities, most of our branch locations remain open, but all lobby access will be closed until further notice. Drive-up services and ATMs continue to be available. Get the latest information on your nearest branch location's hours and services: firstdigital.com

Start Sharing

There are many unknowns in this rapidly changing environment, but what we do know is that financial institutions need to maintain connections with their customers and members during these unprecedented times. Take advantage of these examples to help your teams build trust, give guidance and become brand advocates through this uncertainty. Helping users navigate this new normal by communicating and reinforcing the tools, services and support you offer, will play an important role in maintaining and strengthening your relationships for years to come.

