



A message from Jorge J. Gonzalez
President & CEO



You can count on us!

Dear Valued Client:

Hurricane Irma made landfall Sunday, leaving large parts of Florida flooded, damaged and without power. Our thoughts and prayers are with those impacted by the storm and those who are still in Irma's path.

In the wake of this storm, City National Bank will continue to be there for our clients, our team and the communities we serve from Miami to Tampa and Orlando.

All City National Bank banking centers in Florida will remain closed Monday as Irma continues to make its way through the Florida peninsula. Rest assured that as soon as it is safe and possible to do so, we will reopen our banking centers and client service units. Our teams are assessing damage and as soon as local conditions permit, we will open locations.

Our remote disaster recovery site remains operational, meaning that you will be able to continue to transact most normal business, including ePartner, Online Banking and Mobile Banking. We also have teams in position to help our clients process wires and ACH files through ePartner.

Realizing that access to ATMs may be limited, City National will be waiving ATM fees for all clients when using non-City National ATMs from Monday, September 11 through Friday, September 15. Clients may also use any Presto ATM found at Publix locations for free.

During this time, **fraudsters will unfortunately seek to take advantage** of opportunities to impersonate bank staff by reaching out to your employees to validate information or make other unusual requests. Please be vigilant and advise any employees to do the same. When in doubt, end the call or do not reply to an email and initiate a call to your banker. It's times like these that test us all and it is my desire that City National Bank lives up to your expectations of us. Please don't hesitate to reach out and let us know how we can help.

For the latest Hurricane Irma related operational updates, including banking center openings, please call our **Client Information Hotline at 1-855-684-8284**.

Here are some other important numbers to keep close in case you need us:

City Tel 24-hour telephone banking and debit or ATM card support: 1-800-762-2489

Online Banking and Bill Payment support: 305-349-5490 or 1-866-CNB-EPAY
(262-3729) or support@citynational.com

Treasury Management Support: 305-349-5465 or TMSupport@citynational.com

Please reach out to your Relationship Manager if there is something we can help with.

Sincerely,

Jorge J. Gonzalez
President and CEO
City National Bank

