

A MESSAGE TO OUR CUSTOMERS AFFECTED BY THE NAPA VALLEY FIRES

To Our Bank of Napa Friends and Family:

We are all facing an unprecedented and challenging time as the wildfires continue to have a devastating impact on our community. Over the past few days we have spoken to many of you who have been victims of this natural disaster. While our entire community will likely deal with the after effect of this event for quite sometime, we are confident that the Napa Valley Community will ultimately thrive.

We want to assure you that Bank of Napa will be here to assist you. We'd like to remind you that the best way in which we serve you is "person to person". We encourage you to stop by either of our two offices should you have a need.

In the event a trip to one of our offices is not convenient, we encourage you to enroll in and use our online and mobile banking services. These two products will enable you to conduct all of your personal banking needs without having to worry about driving to the Bank.

To enroll into online banking please call your branch to obtain your electronic banking password. Once obtained follow these instructions:

1. Navigate to our website at www.thebankofnapa.com.
2. In the Online Banking column located on the left hand side of the page click the "Enroll for Online Banking and Bill Pay" link.
3. Scroll to the bottom of our Access Agreement and Disclosure and click the "I Agree" link.
4. In the Access ID field enter your account number, including the leading zero.
5. In the Password field enter your temporary electronic banking password.
6. Follow the remaining prompts to complete the enrollment process.

To enroll into Bank of Napa's personal mobile banking application search for Bank of Napa in either Apple's App store or Google Play and download the Personal Banking App. Please be aware that you must first enroll into online banking **before** you can start using mobile banking.

Again, do not hesitate to speak with us (707-257-7777) if you should have any questions regarding your relationship with us.

All of us at Bank of Napa send our best wishes to you, your family, and friends as we navigate our way to the end of this challenge.