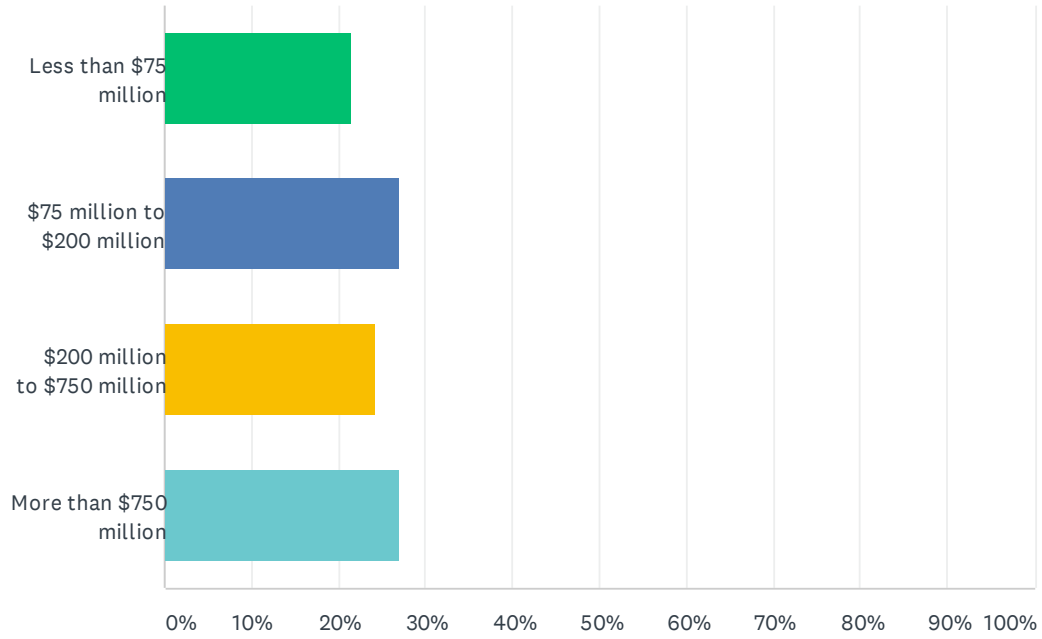


Q1 What is your bank's asset size?

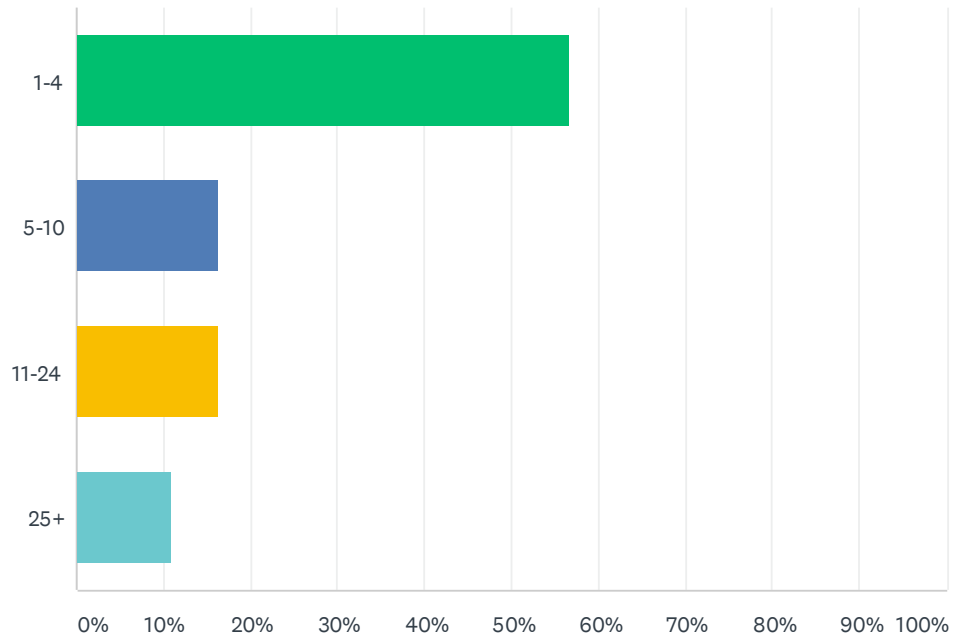
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than \$75 million	21.62%	8
\$75 million to \$200 million	27.03%	10
\$200 million to \$750 million	24.32%	9
More than \$750 million	27.03%	10
TOTAL		37

Q2 How many locations/branches does your bank have?

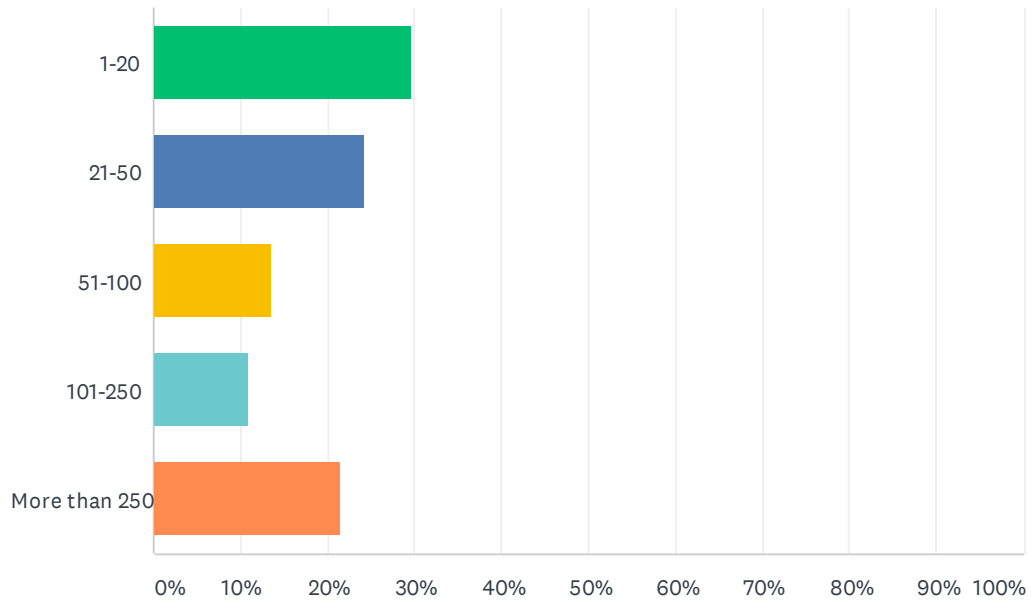
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-4	56.76%	21
5-10	16.22%	6
11-24	16.22%	6
25+	10.81%	4
TOTAL		37

Q3 How many employees does your bank have?

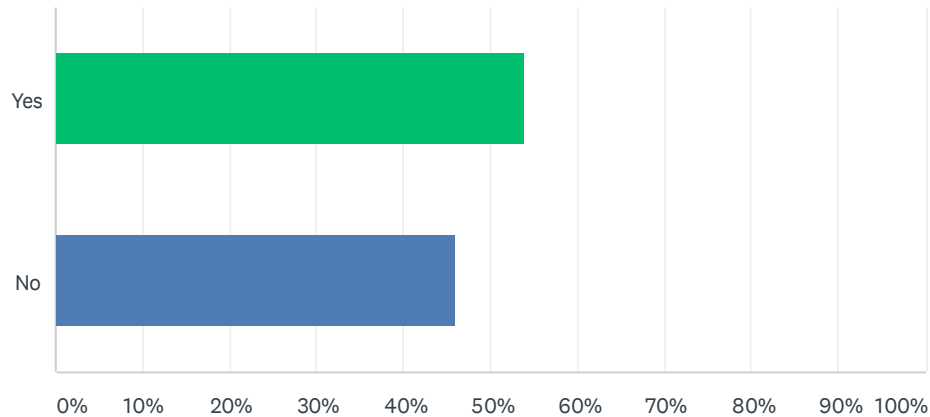
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-20	29.73%	11
21-50	24.32%	9
51-100	13.51%	5
101-250	10.81%	4
More than 250	21.62%	8
TOTAL		37

Q4 Do you have a target date to reopen your bank's lobby/branches?

Answered: 37 Skipped: 0

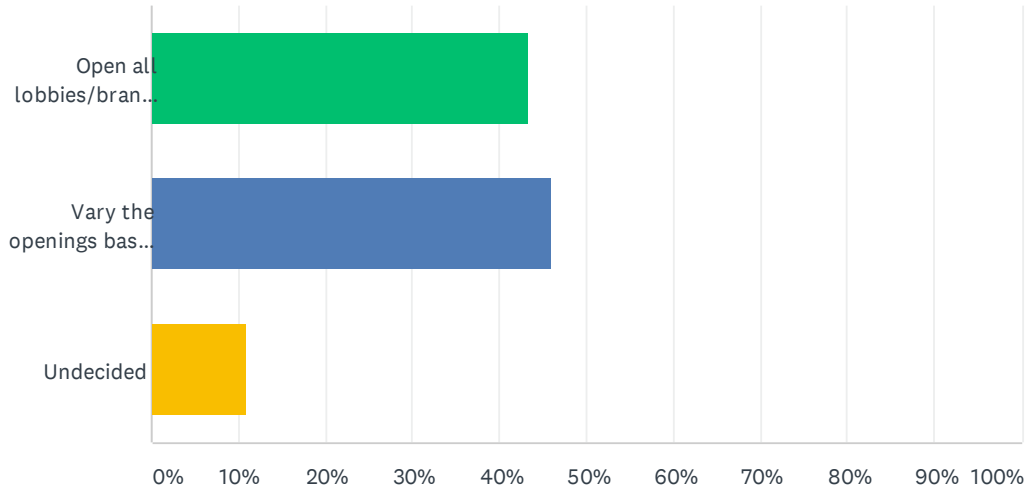


ANSWER CHOICES	RESPONSES	
Yes	54.05%	20
No	45.95%	17
TOTAL		37

#	IF YES, WHAT IS YOUR TARGET DATE?	DATE
1	Reopened on 04/30/20	5/8/2020 3:27 PM
2	May 18	5/8/2020 11:25 AM
3	On or before June 1	5/8/2020 5:40 AM
4	May 18	5/7/2020 4:07 PM
5	06/01/20	5/7/2020 11:24 AM
6	May 11, 2020 Normal Employees Never closed completely	5/7/2020 11:01 AM
7	Since our bank does not have a drive up window, our lobby remained open	5/7/2020 10:32 AM
8	June 1, 2020	5/7/2020 10:13 AM
9	5 of our lobbies opened this week. We plan to have all lobbies opened by May 18th.	5/7/2020 9:35 AM
10	May 18, 2020 estimated depending on many factors	5/7/2020 9:28 AM
11	Lobby was never closed	5/7/2020 8:49 AM
12	6/1/2020	5/7/2020 8:24 AM
13	May 18	5/7/2020 8:14 AM
14	6-1-2020	5/7/2020 8:11 AM
15	May 18th	5/7/2020 8:02 AM
16	05/25/2020	5/7/2020 7:55 AM
17	5/11/2020	5/7/2020 7:45 AM
18	June 1	5/7/2020 7:40 AM
19	June 1	5/7/2020 7:38 AM

Q5 Do you plan to:

Answered: 37 Skipped: 0

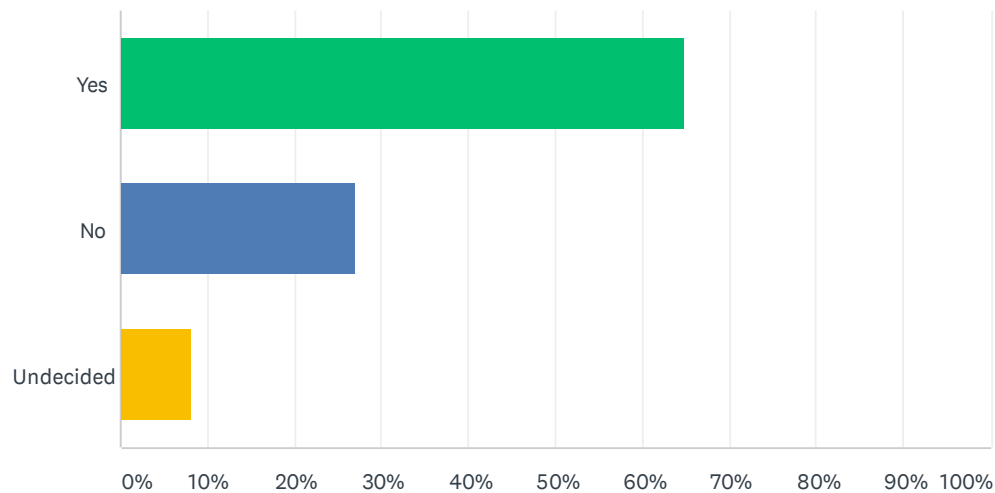


ANSWER CHOICES	RESPONSES	
Open all lobbies/branches on the same date	43.24%	16
Vary the openings based on market/area factors (such as incident rate of COVID-19 diagnoses)	45.95%	17
Undecided	10.81%	4
TOTAL		37

#	COMMENTS	DATE
1	Our goal is to open all on 6/1, but we have the understanding that if conditions may vary in our communities that may cause us to evaluate a certain branch's reopening plan.	5/7/2020 10:13 AM
2	Remains to be seen what we will do, but we'll make decisions on a branch by branch basis.	5/7/2020 8:42 AM
3	We are a only branch bank	5/7/2020 8:24 AM
4	Unless there is confirmed cases of VOVID-19	5/7/2020 8:14 AM

Q6 Do you have a plan to do deep cleaning/sanitizing of your bank and/or branches before reopening?

Answered: 37 Skipped: 0

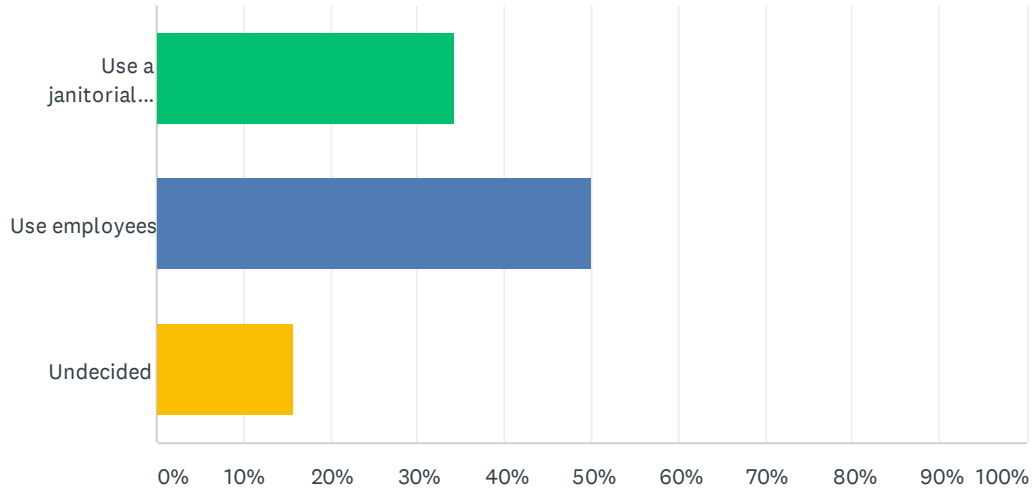


ANSWER CHOICES	RESPONSES	
Yes	64.86%	24
No	27.03%	10
Undecided	8.11%	3
TOTAL		37

#	COMMENTS	DATE
1	We have already been doing this.	5/8/2020 11:25 AM
2	We have already been doing extensive cleaning.	5/7/2020 4:07 PM
3	Are doing it on an ongoing basis	5/7/2020 11:01 AM
4	We deep clean and sanitize every day. We sanitize after every customer.	5/7/2020 10:32 AM
5	Our teller areas, offices and work stations are presently cleaned several times throughout the day	5/7/2020 9:35 AM
6	Daily sanitizing has been ongoing	5/7/2020 8:49 AM
7	We will have hand saniters and plexy glass for teller windows	5/7/2020 8:14 AM
8	All branches are cleaned daily, and deep cleaned when we have a positive case.	5/7/2020 8:12 AM
9	Employees are doing this daily already	5/7/2020 7:56 AM

Q7 If yes, what are your plans?

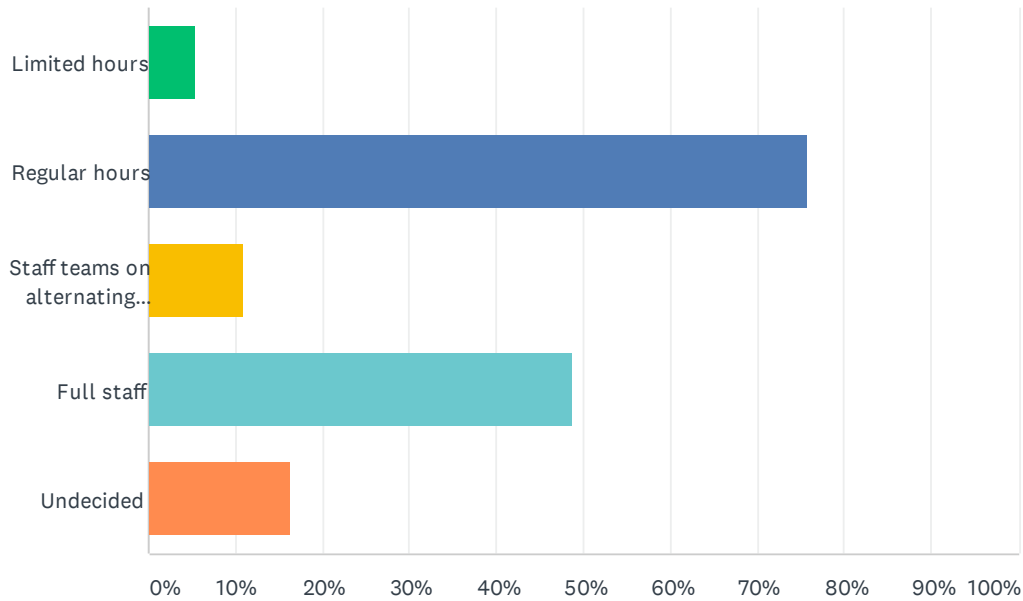
Answered: 32 Skipped: 5



ANSWER CHOICES	RESPONSES	
Use a janitorial service	34.38%	11
Use employees	50.00%	16
Undecided	15.63%	5
TOTAL		32

Q8 When you reopen your lobbies, will you have: (check all that apply)

Answered: 37 Skipped: 0

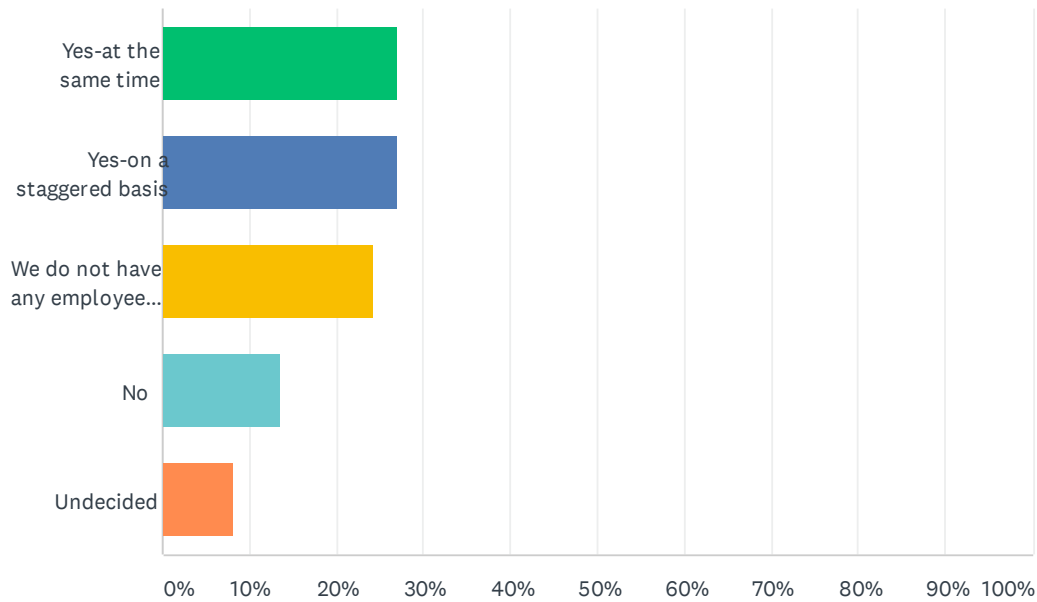


ANSWER CHOICES	RESPONSES
Limited hours	5.41% 2
Regular hours	75.68% 28
Staff teams on alternating days	10.81% 4
Full staff	48.65% 18
Undecided	16.22% 6
Total Respondents: 37	

#	COMMENTS	DATE
1	Will supplement with one off-site team for backup coverage.	5/7/2020 8:12 AM
2	Staff with medical issues will continue to work from home.	5/7/2020 7:49 AM
3	Some staff will continue to work from home as appropriate.	5/7/2020 7:45 AM

Q9 Are you planning to bring back employees working from home at the same time as your branch reopening?

Answered: 37 Skipped: 0

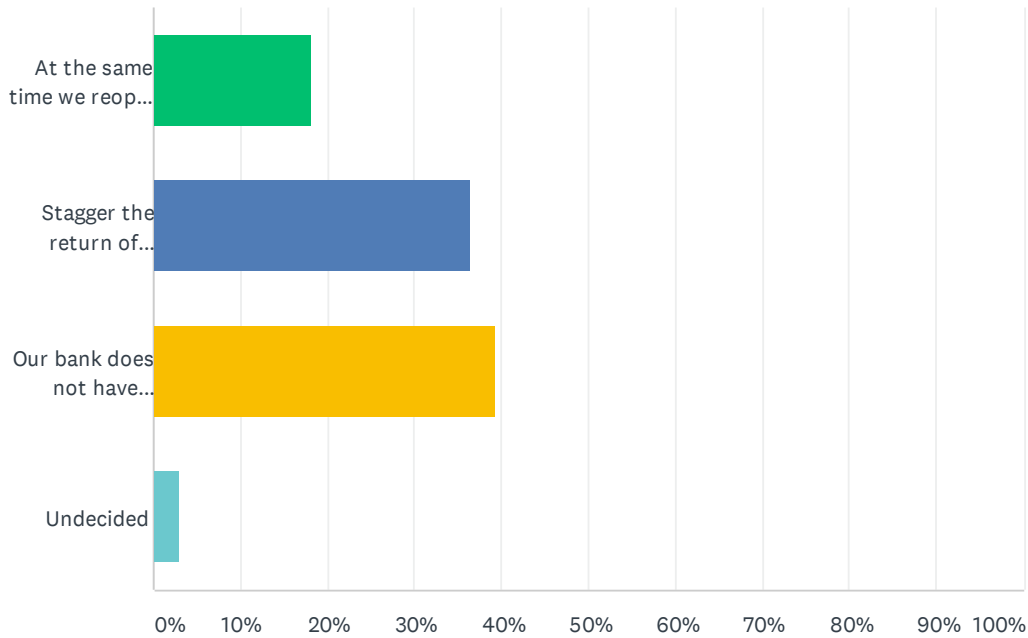


ANSWER CHOICES	RESPONSES	
Yes-at the same time	27.03%	10
Yes-on a staggered basis	27.03%	10
We do not have any employees working from home	24.32%	9
No	13.51%	5
Undecided	8.11%	3
TOTAL		37

#	COMMENTS	DATE
1	We have already been bringing them back to the branches.	5/8/2020 11:25 AM
2	We broght them back on May 4	5/7/2020 5:27 PM
3	We have already been bringing employees back to the branches.	5/7/2020 4:07 PM
4	The majority of employees working from home came back to the bank this past Monday May 4th. All Executive Management for the bank is on site now	5/7/2020 9:35 AM
5	We have lots of operations staff not needed to be in to serve customers, so this decision will not be a universal one affecting all employees.	5/7/2020 8:42 AM
6	We plan on staggering employees in before our full open lobby date	5/7/2020 8:24 AM
7	On a market by market basis we will have staff return to office with lobby continuing to be closed until a decision is made regarding lobby opening.	5/7/2020 7:49 AM

Q10 For your non-branch employees working from home (IT, call center, operations center, etc.), when do you plan to bring them back into the bank?

Answered: 33 Skipped: 4

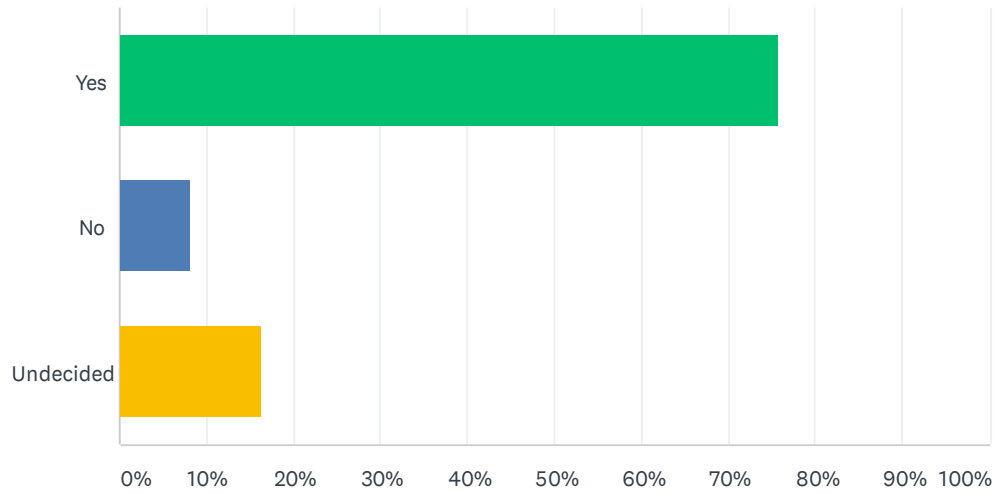


ANSWER CHOICES	RESPONSES
At the same time we reopen branch lobbies	18.18% 6
Stagger the return of non-branch employees	36.36% 12
Our bank does not have non-branch employees	39.39% 13
Undecided	3.03% 1
TOTAL	33

#	COMMENTS	DATE
1	Staggering sounds strategic, but what's the point!?	5/7/2020 8:42 AM
2	n/a	5/7/2020 8:13 AM

Q11 Will you be installing plexiglass/sneeze guards at the teller windows?

Answered: 37 Skipped: 0

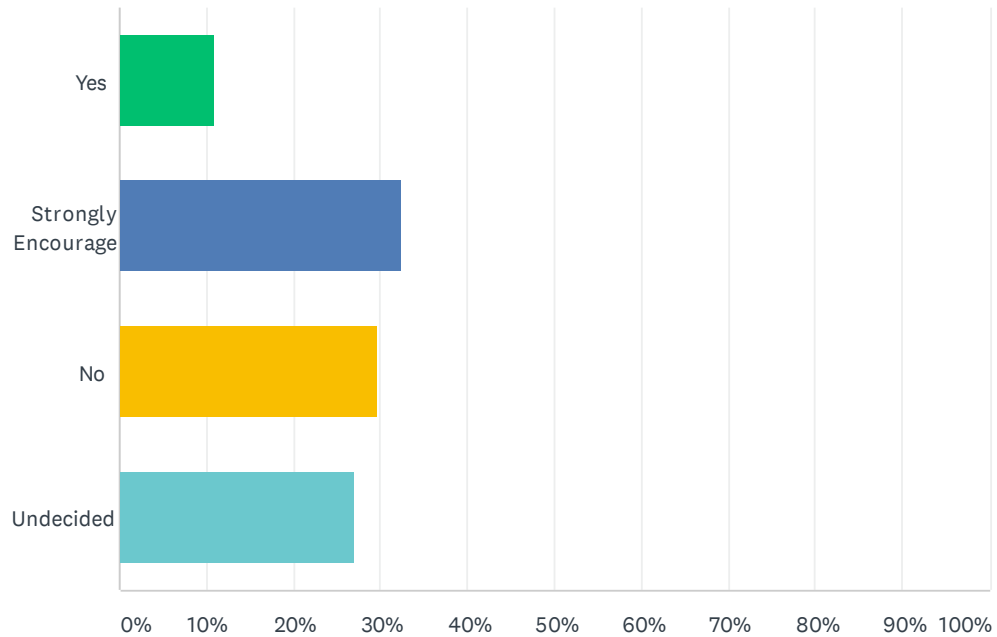


ANSWER CHOICES	RESPONSES	
Yes	75.68%	28
No	8.11%	3
Undecided	16.22%	6
TOTAL		37

#	COMMENTS	DATE
1	We have already done this	5/7/2020 10:32 AM
2	Already installed	5/7/2020 8:12 AM

Q12 Will you require employees to wear face masks?

Answered: 37 Skipped: 0

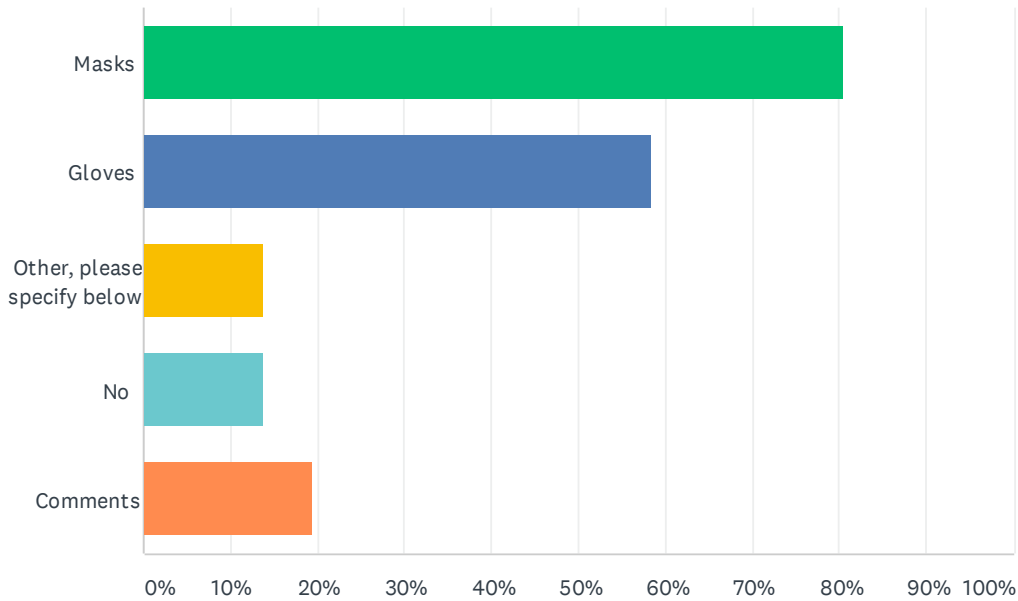


ANSWER CHOICES	RESPONSES	
Yes	10.81%	4
Strongly Encourage	32.43%	12
No	29.73%	11
Undecided	27.03%	10
TOTAL		37

#	COMMENTS	DATE
1	Yes, if our trade area experiences an outbreak	5/7/2020 10:32 AM
2	Strongly encourage a mask if social distancing of 6 feet is not available or a plexi glass barrier is not in place.	5/7/2020 10:13 AM
3	Only when dealing with customers	5/7/2020 8:14 AM
4	Employees will have the option	5/7/2020 8:11 AM

Q13 Are you providing masks, gloves and/or other PPE for employees?

Answered: 36 Skipped: 1

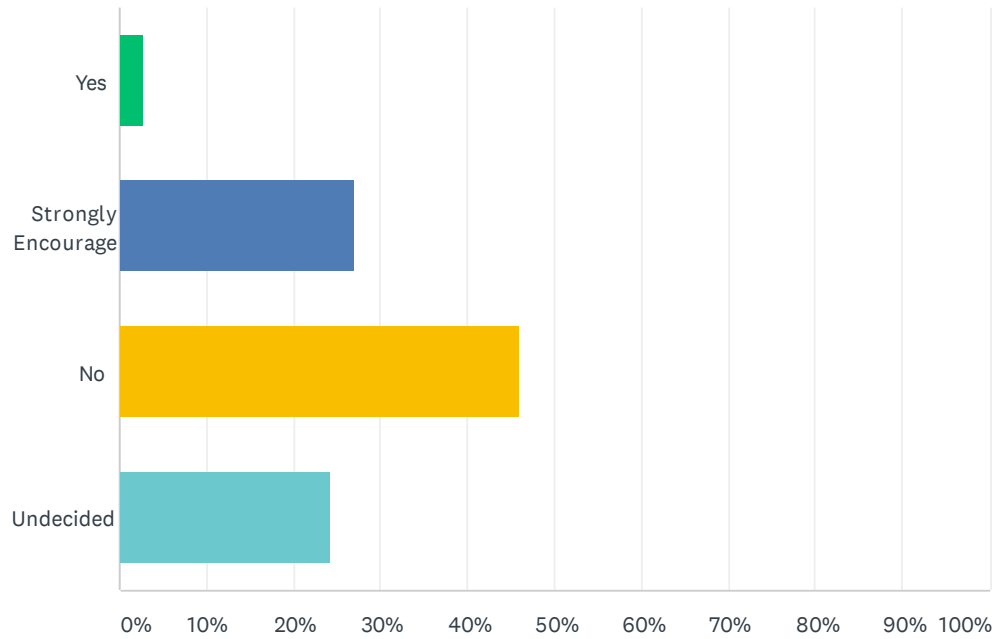


ANSWER CHOICES	RESPONSES
Masks	80.56% 29
Gloves	58.33% 21
Other, please specify below	13.89% 5
No	13.89% 5
Comments	19.44% 7
Total Respondents: 36	

#	COMMENTS	DATE
1	Hand Sanitizer	5/7/2020 2:37 PM
2	Sneeze Guards, a lot of other cleaning supplies	5/7/2020 10:23 AM
3	Hand Sanitizer/Clorox Wipes	5/7/2020 9:28 AM
4	For optional use.	5/7/2020 8:42 AM
5	Gloves make it worse, the gloves get dirty and transmit whatever is on them.	5/7/2020 8:13 AM
6	Hand sanitizer	5/7/2020 8:12 AM
7	Distancing employees as well as providing cleaning materials	5/7/2020 7:36 AM

Q14 Will you require customers to wear face masks?

Answered: 37 Skipped: 0

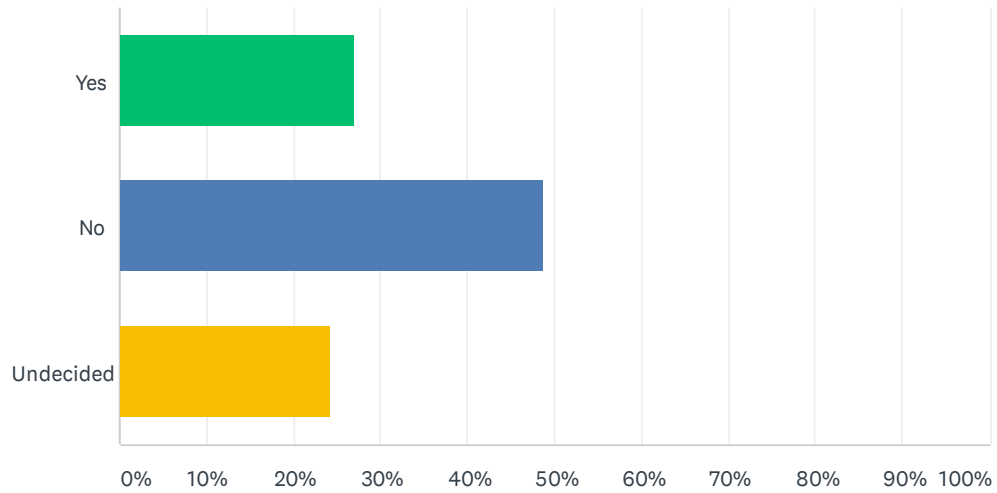


ANSWER CHOICES	RESPONSES
Yes	2.70% 1
Strongly Encourage	27.03% 10
No	45.95% 17
Undecided	24.32% 9
TOTAL	37

#	COMMENTS	DATE
1	lobby is closed	5/7/2020 7:45 AM

Q15 Will you provide face masks for customers?

Answered: 37 Skipped: 0

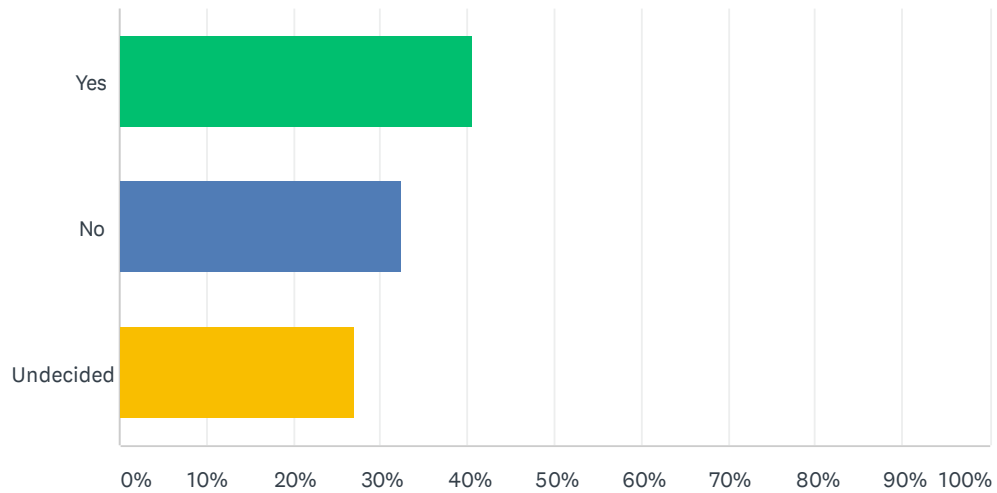


ANSWER CHOICES	RESPONSES	
Yes	27.03%	10
No	48.65%	18
Undecided	24.32%	9
TOTAL		37

#	COMMENTS	DATE
1	Limited	5/8/2020 5:40 AM
2	In some locations primarily are metro markets or hot spots	5/7/2020 9:35 AM

Q16 If a customer is wearing a mask, will you ask the customer to lower their mask for a moment to verify identity?

Answered: 37 Skipped: 0

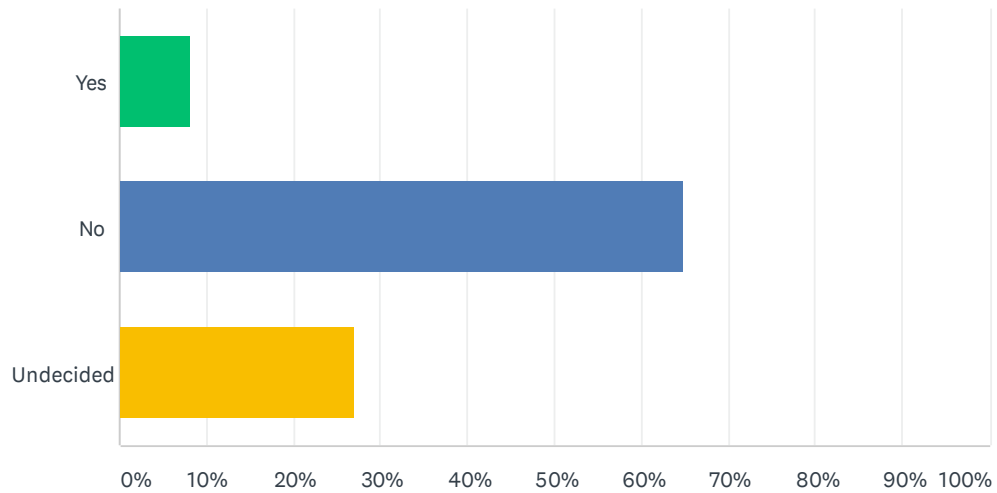


ANSWER CHOICES	RESPONSES	
Yes	40.54%	15
No	32.43%	12
Undecided	27.03%	10
TOTAL		37

#	COMMENTS	DATE
1	If Needed	5/7/2020 10:23 AM
2	If needed to identify/verify them.	5/7/2020 8:42 AM
3	if we do not know them	5/7/2020 7:45 AM
4	Sometimes people are recognized even with the mask	5/7/2020 7:36 AM

Q17 Will you be taking temperatures of employees before allowing entrance to the bank?

Answered: 37 Skipped: 0

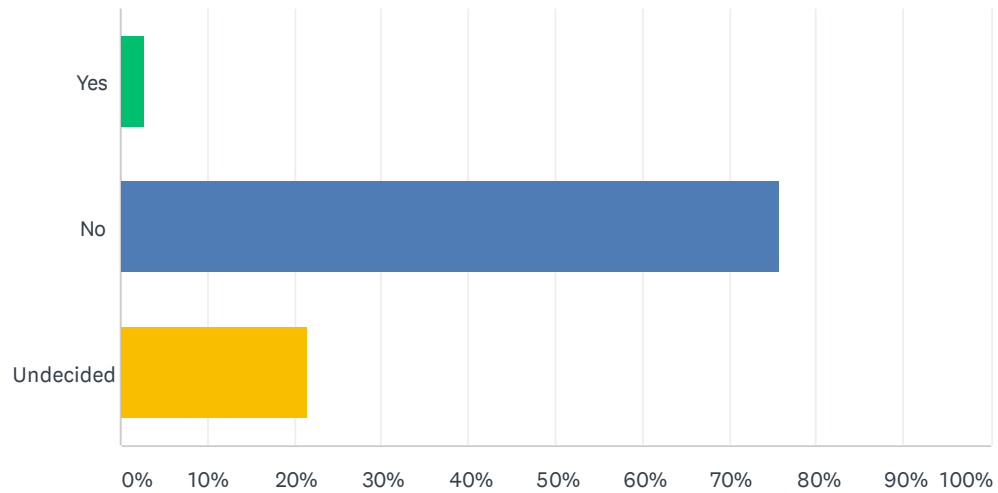


ANSWER CHOICES	RESPONSES
Yes	8.11% 3
No	64.86% 24
Undecided	27.03% 10
TOTAL	37

#	COMMENTS	DATE
1	At this time, we will not. We have considered implementing this in the future if we have a positive case within our banks.	5/7/2020 10:13 AM
2	However, scan thermometer is available for self check	5/7/2020 8:49 AM

Q18 Will you be taking temperatures of customers before allowing entrance to the bank?

Answered: 37 Skipped: 0

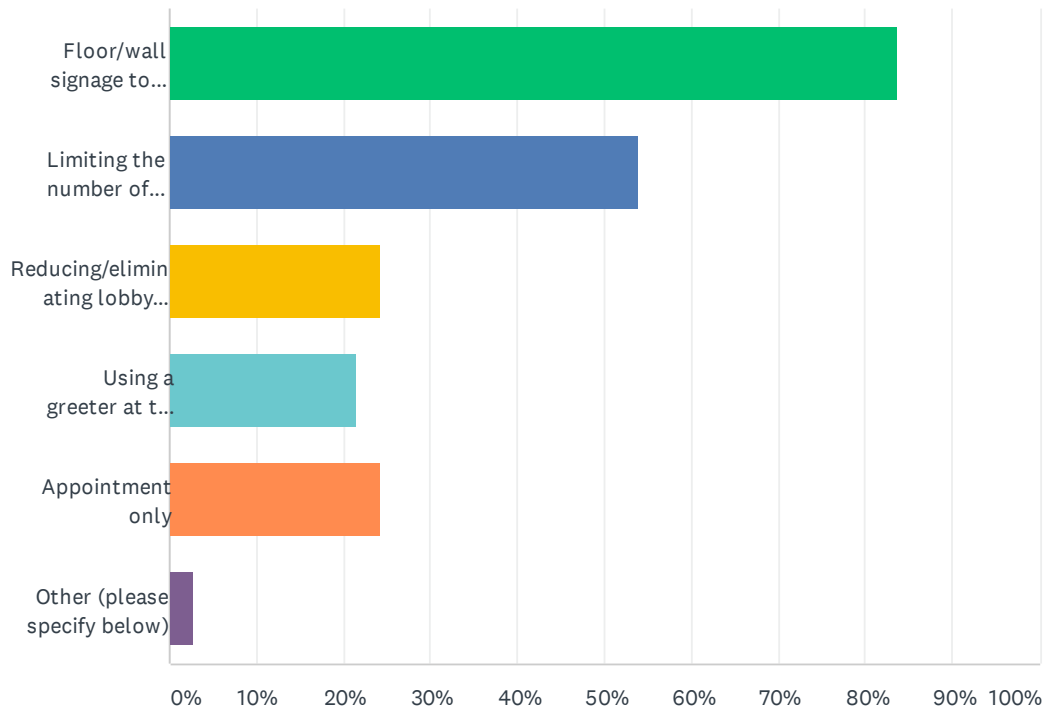


ANSWER CHOICES		RESPONSES	
Yes		2.70%	1
No		75.68%	28
Undecided		21.62%	8
TOTAL			37

#	COMMENTS	DATE
	There are no responses.	

Q19 Which social distancing measures will be implemented in your lobbies/branches? (select all that apply)

Answered: 37 Skipped: 0

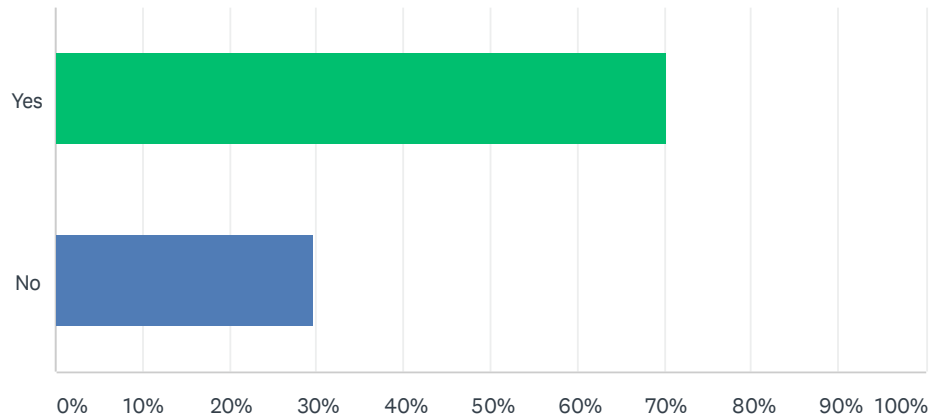


ANSWER CHOICES	RESPONSES
Floor/wall signage to encourage proper distancing	83.78% 31
Limiting the number of customers in the branch at a time	54.05% 20
Reducing/eliminating lobby desks	24.32% 9
Using a greeter at the entrance to the lobby to welcome people and control customer flow	21.62% 8
Appointment only	24.32% 9
Other (please specify below)	2.70% 1
Total Respondents: 37	

#	COMMENTS	DATE
1	n/a	5/7/2020 8:49 AM
2	10 minute time limit for customers to be in the bank and they can only come to one employees station.	5/7/2020 8:02 AM

Q20 Will your bank restrict employee travel?

Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	70.27% 26
No	29.73% 11
TOTAL	37

#	COMMENTS	DATE
1	We have loosened our once strict travel restrictions.	5/7/2020 10:13 AM
2	Right now our biggest hot spot is Sioux Falls, we would discourage any employees to travel into Sioux Falls from another bank location	5/7/2020 9:35 AM
3	Only to high risk areas	5/7/2020 8:14 AM
4	Common sense rules will apply	5/7/2020 8:11 AM
5	All personal travel requires notification to HR	5/7/2020 7:45 AM

Q21 Anything else you would like to share?

Answered: 5 Skipped: 32

#	RESPONSES	DATE
1	We will be monitoring the reopening at all braches and will make adjustments as needed.	5/8/2020 11:25 AM
2	Once everything is decided, we will monitor and change processes as needed.	5/7/2020 4:07 PM
3	All decisions are predicated on the assumption that Covid-19 cases are improving, should they take a turn for the worse we will immediately go back to current procedures.	5/7/2020 9:28 AM
4	We used signage at door and teller station encouraging use of drive up. We had positive customer response and limited customer traffic in our lobby.	5/7/2020 8:49 AM
5	Local conditions will determine our actions. Too early to know yet what will be happening.	5/7/2020 7:36 AM