

*Investors Bank Chairman and CEO Kevin Cummings cuts the ribbon at the Turtle Back Junction train station at the Turtle Back Zoo, sponsored by Investors Bank. Newly renovated, the train now features improved handicap accessibility and additional stops around the zoo.*



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Kevin Cummings, Chairman & CEO | Domenick Cama, President & COO

## “If You Want to Lift Yourself Up, Lift Up Someone Else.”

**B**ooker T. Washington’s great words best capture the spirit at Investors Bank these last 12 months. In early 2020, COVID-19 knocked the wind out of everyone and changed the landscape as we knew it. The resulting shutdown meant Investors Bank had to pivot and adapt to a new way of doing business. We relied on our tradition as a community bank, driven by our core values of cooperation, character, commitment and community, to ensure we kept providing essential services, continued serving our customers, and caring for our neighbors.

We were determined to keep all of our branches open throughout the pandemic so we modified branch operations to comply with physical distancing guidelines and served our customers through our drive-thru locations and by branch appointment. Customers could easily request an appointment via our website or by calling our Client Care Center. Drawing on our core values, our employees worked together to deliver the exceptional service our customers have come to expect from Investors. A special team of our people worked around the clock to secure Paycheck Protection Program loans for our business customers, understanding how important these

loans were to our customers and the economy. And as the need for assistance grew following the outbreak, the Investors Foundation awarded over \$2.4 million in grants to local non-profits providing essential services.

This spirit of perseverance was in full effect since the start of the pandemic – we even completed our conversion of Gold Coast Bank on Long Island. It was a testament to our team that conversion weekend was executed safely and without disruption to our business or our customers.

As with any challenging time, actions make a difference. Investors employees were the real stars, doing so many things to help the most vulnerable in our communities, such as calling on elderly customers and neighbors to check on them; meal deliveries to those unable to leave their homes as well as to front-line doctors, nurses and other essential workers; volunteering at soup kitchens and myriad other non-profits providing necessary services to our communities.

With the drive and dedication of our people, we at Investors Bank look forward to finishing 2020 strong and powering through to a bright future in the new year. 📈