



First Bank of Highland Park

Dear Valued Client,

Banks throughout the country are experiencing unprecedented volumes of transactions being conducted via Online Banking, Mobile Banking and Bill Pay. This activity along with the distribution of stimulus funds from the Federal government has overwhelmed the bandwidth supporting these technology systems.

We understand many of you are relying on these tools to view accounts and transactions during this COVID-19 pandemic. **Please call your banker at 847-432-7800 if you need assistance reviewing account activity or facilitating any transactions.**

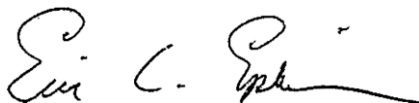
It is also recommended that you utilize the “Incognito” or “InPrivate” browsing mode prior to signing on. Below are instructions on how to access these browser features.

Internet Explorer: To access using an “InPrivate” browsing window in Internet Explorer, click the Tools (gear icon) in the top right of the screen, select Safety and InPrivate browsing. Or, users can press CTRL+Shift+P to initiate the InPrivate browser window.

Chrome: To access using an “Incognito” browser window in Chrome, click the Customize Chrome (three dots icon) in the top right of the screen, select New Incognito window. Or, users can press CTRL+Shift+N to initiate the Incognito browser window.

We apologize for any inconvenience this may cause you and we completely understand your frustrations. We sincerely thank you for your patience as we continuously work with our service provider to find a solution to the interrupted service.

Sincerely,



Eric Ephraim | President & COO