

November/December, 2020

A Thank You Letter to Our Community

At Redwood Capital Bank, serving others is the heart of who we are. Our organization was founded in 2003 by a group of Humboldt County community leaders who wanted to ensure there was a trusted, local bank available to serve the needs of the community. The Board of Directors created the mission statement: "Redwood Capital Bank will deliver superior community banking services." We remain as committed to this mission as we were when we first opened our doors in 2004.

Today, our vision and mission remain the same - to serve you! I want to thank you for your support and loyalty. We are grateful to serve the Humboldt County community, in both good times and in bad. 2020 will certainly be remembered for its challenges, specifically the COVID-19 pandemic. I am proud of the Redwood Capital Bank team and how they continue to remain steadfast in our mission to serve our customers, our community and one another.

In early 2020, we began monitoring the Coronavirus outbreak. As things escalated, the RCB team worked diligently to maintain and surpass our level of service to both our customers and community. While many financial institutions closed, or reduced business hours, Redwood Capital Bank continued to serve you. Many small businesses were forced to temporarily close and people were rightfully concerned about how to make ends meet. Our team communicated with our customers and successfully implemented the Small Business Administration's Paycheck Protection Program (PPP). As an SBA Preferred Lender, our experienced staff dedicated themselves to this loan program from day one, working around the clock to ensure our small business customers quickly received much-needed funding. The result? Redwood Capital Bank funded 590 PPP loans totaling more than \$72 million.

As the year progressed and small businesses started to re-open, we realized that one of the most important ways we could help our community was to shop locally. As part of our annual team building event, Redwood Capital Bank purchased Visa gift cards for every staff member with the instructions to spend the gift cards at locally-owned businesses. Through this program, our staff re-invested over \$15,000 back into our local economy. Additionally, staff members made cash donations in their name to local non-profit organizations - putting dollars to work right here at home.

By summer, Humboldt and our neighboring counties faced the threat of devastating wildfires. Redwood Capital Bank reached out to those who were directly involved with helping assist evacuees. As Mister Rogers said, "Look for the helpers." In Humboldt County, there are helpers everywhere. It is who we are and one of our best qualities. Thank you to our community helpers, including, but certainly not limited to: health care providers, police and firefighters, child care providers, mail carriers, grocery and hardware store workers, mechanics, farmers, delivery drivers, local government agencies, journalists, our armed forces and yes, the bankers. To everyone in our community who worked tirelessly to help us live our lives as normally as possible - thank you.

At the conclusion of 2020, I want to wholeheartedly thank our customers and shareholders for working with us. We are honored to be your local, community bank and we take that responsibility very seriously. Looking ahead - Redwood Capital Bank continues to grow and thrive. What is the secret to our success? It is simple, the relationships and partnerships that we have built with our customers, shareholders and our community since 2004. From our Board of Directors, management and staff, thank you for allowing us to serve you! Here's wishing you and yours a blessed and healthy holiday season.



Sincerely,

A handwritten signature in blue ink, appearing to read "J. Dalby".

John E. Dalby
President & CEO