



2021 Best of Community Banking
Pandemic Response Category

MCBank
A True Community Partner

Community banks have led the industry in providing much needed assistance to small businesses and agricultural operations across the state. As the Covid-19 crisis and subsequent shutdowns and restrictions severely affected the Texas economy, community banks were there to help. MCBank is proud to play an important and ongoing role in helping our communities get the assistance they need. By taking extra steps to keep our staff and our customers safe, participating in the Payroll Protection Program, investing in the latest communication technologies, and keeping our facilities operational through the pandemic we are a partner our communities have come to rely on.

The 2020 pandemic reminded us that everyone deserves patience, understanding, and compassion. As more people got sick with the Covid-19 virus, MCBank management took action to keep employees and customers safe. Staff were divided into teams, workstations were moved to off-site locations, and plexi-glass safety barriers were purchased and installed. Masks, sanitizer, gloves, and thermometers were provided to all employees and became a part of our daily routines. Investments were made in software to allow documents to be signed digitally. Video and audio communications platforms were purchased to assist with remote meetings. As local schools and daycares began closing, the Board of Directors authorized an immediate emergency bonus payment to every staff member to assist with child-care expenses and other unexpected needs. Some employees got sick and were unable to come to work. Those that were able worked double and triple shifts to keep our facilities open for customers. No employee took time off work without full pay. Those who were forced to stay home due to

illness or to care for family members continued to receive full pay and benefits. The MCBank family understands that sometimes a little grace can make a real difference in someone's life.

As the 2020 pandemic worsened and small businesses began facing unprecedented economic disruption, we started to see people in our communities really struggling. We became aware that some of our small business owners were making plans to use their entire life savings to keep their employees and their employees' families out of unemployment lines. When we learned of the Paycheck Protection Program that originated from the CARES Act, bank management and the Board of Directors immediately committed to participate. Officers and staff began contacting small business owners and assisting them with the application process. Exact details of the program were not known. There were questions about who would qualify, what amounts would be approved, and how applications would be submitted to the Small Business Administration. Despite these questions, staff were focused on helping small business owners and did so without hesitation. On a Friday afternoon in April 2020, staff learned that the SBA portal would open sometime over the weekend and PPP applications could be submitted for approval. An exact time was not announced but warnings about "portal overload" and the possibility of "funds being used up quickly" were taken seriously. MCBank staff worked thirty-six hours straight before dividing into shifts to continue working around the clock submitting applications for assistance. In round one of the program MCBank assisted 214 small businesses in our communities and provided \$11.3 million in payroll assistance. The process of loan forgiveness began a few months later. With a great deal of guidance from the Independent Bankers Association of Texas, MCBank staff again focused on working through the "unknowns" to assist small businesses. Each and every PPP loan submitted by MCBank in round one has been fully forgiven. Round two funding is now also complete, and the bank has assisted an additional 749 borrowers and provided \$11.6 million in round two payroll assistance to small businesses and agricultural operations in our communities.

MCBank proudly displays the "True Texas Community Bank" decal at each of our facilities. We are grateful for the support of the Independent Bankers Association of Texas. Without this commitment we would not be able to focus our efforts on serving our customers. Like IBAT, we too are proud to support the values of community banking as we serve the needs of the families we call "friends" and "neighbors".