



May 4, 2018

Dear Valued Customer,

On the afternoon of May 2, 2018, a fire broke out at our Fair Lakes location at 13060 Fair Lakes Blvd., Fairfax, VA. Our primary concern was the well-being of our employees and customers, and thankfully everyone was able to evacuate the building safely. The fire has been extinguished and we're grateful to the first responders for their service.

The branch will remain closed until further notice. We encourage our Fair Lakes customers to visit us at the nearby Fairfax Main location at 11185 Fairfax Blvd., Fairfax, VA. The Fair Lakes employees are on hand at the Fairfax Main location to assist customers and answer any questions. We would be happy to serve you at any of our 65 locations in the region and you can find the location most convenient for you at [www.BankWithUnited.com](http://www.BankWithUnited.com).

If you have questions specific to this incident, you may call 703.219.4883 to speak with a representative that is dedicated to helping our Fair Lakes customers.

The Fair Lakes location has been secured and is being monitored 24 hours a day. We are committed to the security and privacy of our customers and their banking affairs.

Safe deposit box customers will be contacted directly when access to the boxes is available. We will be securely relocating these boxes to another United Bank location. No action is needed on your part to relocate these boxes. Rest assured, we are working as quickly as possible to provide this access.

We will continue to provide updates on our website as soon as information becomes available, so please check back periodically for more information. We apologize for any inconvenience this may cause and appreciate the community's understanding as we work to reopen this location.

Sincerely,

A handwritten signature in cursive script that reads 'Kurt Marx'.

Kurt Marx  
Market President