

M&T Bank Makes Pledge to Customers and Communities, Announces Immediate Actions to Assist Customers During Pandemic

BUFFALO, N.Y., March 19, 2020—M&T Bank [NYSE:MTB] today announced immediate steps to mitigate the impact of the COVID-19 pandemic on its customers and communities. “M&T’s purpose is to make a positive difference in the lives of our customers. We’re driven to help, encourage and empower our customers and communities to thrive – that’s especially true during challenging times when they need us most,” said Richard Gold, M&T President and Chief Operating Officer. “At M&T Bank, the health and safety of our colleagues are of utmost importance, and we’re working in new and different ways to serve our customers and communities in their time of need. We live and work here too—and through this difficult situation, my colleagues and I are making the following pledge to our customers and communities.”

- We will strive to the best of our ability to provide our customers and communities with the highest possible level of service under extraordinary and evolving circumstances.
- We will do all we can to protect the health of our customers and colleagues while at our facilities.
- We will go above and beyond to help customers and communities get through this challenging time, and
- We will communicate in a timely and transparent way about issues affecting our constituents.

In accordance with those principles, the company announces the following actions effective immediately:

Temporary Fee Suspension: Starting March 23 through April 30th, ATM transaction fees charged by M&T will be waived for all customers. M&T will also waive all early withdrawal fees on all CDs open greater than seven days through the end of April.

Empowered Local Teams: Our staff is empowered with the tools and authority to help you with your specific need – if you are experiencing financial hardship, please contact us at www.mtb.com/help-center. Other customers have already benefited from:

- Fee relief on deposit or lending solutions
- Payment relief by making changes to the payment amount or loan length (e.g. defer payment and add it to the end of the loan)
- Obtaining a new personal loan – M&T has introduced a special 2.99 percent APR unsecured personal loan up to \$5,000 to help customers cover living expenses or other necessities.

Business Customer Hardship Relief: Effective immediately, M&T will waive the monthly maintenance fees for remote check deposit through the end of April.

Additionally, M&T has existing programs in place to help customers navigate financial uncertainty:

Mortgage Assistance Program: If you’re struggling to keep up with your mortgage payments, M&T can work with you to help find a solution that meets your needs. [/mortgages-loans/repayment-assistance-options/mortgage-repayment](#)

Loans, Lines and Credit Repayment: If you’re behind on payments for your personal or auto loan, line of credit or credit card, M&T lending repayment options may help you stay on track. [/mortgages-loans/repayment-assistance-options/loans-lines-credit-repayment](#)

“Our pledge is a renewal of our long history of service and commitment by our colleagues to our customers and communities, backed up by the specific new actions we’re announcing today. As we work together as a community to overcome these challenges, we ask that our customers utilize the many different ways they can bank with us—ATMs, phone, internet and mobile, and that they call us if they need help—whether that means learning how to use our online or mobile banking apps, completing a more complex banking transaction or if you’re having trouble making a loan payment,” said Mr. Gold.

M&T accounts are accessible 24/7 using ATMs, MTB.com, online, chat, telephone or the M&T Mobile app. You may also contact your local branch.

About M&T Bank

M&T Bank Corporation is a financial holding company headquartered in Buffalo, New York. M&T’s principal banking subsidiary, M&T Bank, operates banking offices in New York, Maryland, New Jersey, Pennsylvania, Delaware, Connecticut, Virginia, West Virginia and the District of Columbia. Trust-related services are provided

by M&T's Wilmington Trust-affiliated companies and by M&T Bank. Important Fraud Reminder: M&T Bank will not call or send email or text messages requesting customer login credentials, PINs, passwords or personal information. If you clicked on a link, opened an attachment or provided personal or financial information, call us immediately at 1-800-724-2440. If you think an email from us looks suspicious, please forward it to phishing@mtb.com.

To learn more about how you can protect yourself from scams, visit www.mtb.com.

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