



For Immediate Release  
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### **Wayne Bank Launches Customer Care Service Center**

Honesdale, PA – Lewis J. Critelli, President and Chief Executive Officer of Wayne Bank, is pleased to announce the opening of the Bank’s new Customer Care Service Center.

The purpose of the Customer Care Service Center (“the Center”) is to provide customers with a quick and convenient way to receive immediate assistance on any of the Bank’s products and services.

“We are so pleased to introduce our new Customer Care Service Center,” remarked Mr. Critelli. “Wayne Bank is committed to providing the best possible customer experience throughout our Corporate Office and Community Office network. With the new Center, customers can make one phone call and receive immediate assistance with their banking, whether they have a question about our mobile banking app or want to apply for a home equity loan.”

Currently, customers may reach the Center by phone, however plans for future technological enhancements include email contact as well as a live chat feature.

Executive Vice President and Chief Operating Officer, Robert J. Mancuso commented, "Wayne Bank is constantly on the lookout for new technology-based solutions to add value to our customers. The Customer Care Service Center will make contacting us a more streamlined and efficient process, for both our customers and our back office employees."

The Center currently has a team of five experienced and knowledgeable bankers ready to answer questions and help customers with any of their financial needs. The team is led by Vice President and Customer Care Service Center Manager, Tanyia Vannatta, who formerly served as manager of Wayne Bank's Callicoon Community Office.

"The Customer Care Service Center team is excited and ready to assist customers with anything they may need," explained Mrs. Vannatta. "We have a conscientious and dedicated team here with a combined 23 years of customer service experience, so our customers are in great hands."

Wayne Bank's Customer Care Service Center is open Monday through Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 8:00 a.m. through 12:00 noon. The Center can be reached by phone at 1-800-598-5002 or 570-253-1455.

Wayne Bank is a subsidiary of Norwood Financial Corp., Member FDIC, and is located in Honesdale, Pennsylvania. The Bank has 30 Community Offices serving Wayne, Pike, Monroe, Lackawanna, and Luzerne Counties in Pennsylvania, along with Delaware, Sullivan, Otsego, Ontario, and Yates Counties in New York State, including those offices operating under the Bank of

Cooperstown and Bank of the Finger Lakes brands. The stock trades on the NASDAQ Global Market under the symbol— NWFL.

**PHOTO CAPTION-LEFT TO RIGHT:** Lewis J. Critelli, President and Chief Executive Officer; Julie Kuen, Senior Vice President, Retail Operations and Electronic Banking Manager; April Spruill, Customer Care Service Center Representative; Tanyia Vannatta, Vice President and Customer Care Service Center Manager; Sabryna Armstrong, Customer Care Service Center Representative; Christine Routledge, Assistant Vice President, Callicoon and Roscoe Community Office Manager; Kristen E. Lancia, Assistant Vice President and Marketing Officer; and Robert J. Mancuso, Executive Vice President and Chief Operating Officer.

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