



Live Oak Bank's Response to the COVID-19 Crisis

April 7, 2020

WILMINGTON, N.C, April 7, 2020 -- At Live Oak Bank, we are committed to supporting our customers and helping small businesses persevere in the face of an ever-changing environment.

Live Oak continues to operate business at full capacity, and we are prepared and ready to help small business owners navigate the impact of the coronavirus. If you would like to [learn how we are operationally prepared](#), we have posted an update on the actions we are taking to assess the safety of our employees while allowing business activity to continue.

In addition, our effort to put Coronavirus Aid, Relief, and Economic Security (CARES) Act capital into the hands of small business owners is underway.

Our promise is to treat every customer like the only customer, and our teams are here to do just that. Our commitment and approach to serving small business owners will always be rooted in these values.

We have developed resources on the [COVID-19 loan options](#) available to small business owners, as well as additional [COVID-19 resources](#) on how to weather storms like these. Our [library of business resources](#) also has information dedicated to business resiliency.

We encourage close communication as we work through the crisis together, so you are free to use the contact information below to reach out to us directly.

Loan Customers

Phone: 910.790.5867

Fax: 910.239.8174

Loan Specialists are available

Monday through Friday 9:00 a.m. – 5:00 p.m. ET

Deposit Customers

Phone: 866.518.0286

Fax: 866.656.4611

Customer Success Managers are available

Monday through Friday 8:00 a.m. – 8:00 p.m. ET

About Live Oak Bank

Live Oak Bank, a subsidiary of Live Oak Bancshares, Inc. (Nasdaq: LOB), is a digitally focused, FDIC-insured bank serving customers across the country. Live Oak brings efficiency and excellence to the banking process, without branches, by using a focused approach to technology and innovation. To learn more,

visit www.liveoakbank.com.

Contact:

Claire Parker, SVP Corporate Communications

910.597.1592

claire.parker@liveoak.bank