



**important**  
**PLEASE READ**

Dear Valued Member,

The safety of our members and our team is always top of mind for all of us at Reliant. With the next wave of the pandemic upon us, and taking into consideration a number of factors, we have determined that temporarily closing select locations will allow us to shift resources to better serve you, our members.

**Effective Monday, December 7**, we will be **temporarily closing both our Henrietta and Brockport branches.**

We will also **reduce our Geneva branch hours by closing the branch on Saturdays**, as well as **from 1:00–2:00 weekdays** to allow our staff to take lunch.

At this time, all other branches will remain open for full service. A complete listing of hours and locations is available on our [website](#).



**Pamela Heald**  
President & CEO

We are closely monitoring each of our branches, and will handle each situation as it arises. With safety protocols in place, we don't have to take a one-size-fits-all approach with this next wave of COVID-19; we may have to close some branches entirely or close some lobbies, while other branches may remain open for full service.

Our goal is **always** to provide you with the best possible service, and we will continue to strive to provide convenient access to your account and to our team.

While there are still so many unknowns, we do know that we must remain flexible to be able to adapt quickly to a wide range of possible situations. When we need to make future changes, those changes will likely come swiftly.

We will continually update the [COVID-19 Updates page](#) on our site with the latest information. **I encourage you to check our website often-and especially before visiting your usual branch location-to ensure that the branch is open to serve you.**

Thank you for your understanding and flexibility as we adapt to this next phase of COVID-19 together. Let's take every precaution to stay healthy together.

As always, thank you for your membership!

Sincerely,

Pamela Heald  
President & CEO

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