



IMPORTANT—PLEASE READ!

To our valued members,

Over the past several weeks, Reliant, like many of you, has been closely monitoring the evolution of the COVID-19 outbreak and adhering to recommendations from the Center for Disease Control ([CDC.gov](https://www.cdc.gov)).

Our business operations and services remain uninterrupted at this time. We plan to continuously evaluate the status of the COVID-19 outbreak with the consideration of possible scenarios and responses and will keep you informed along the way.

Reliant is diligently taking precautions to protect our members and our employees. We're ensuring that our branches and common spaces including teller stations and ATM keypads are cleaned with EPA-approved disinfectant. Hand sanitizer is available in our branches.

We encourage everyone to follow the CDC's recommendations for preventing the spread of this and other infectious diseases, including washing your hands often and staying home if you are ill.

If you are hesitant or unable to visit a branch location, consider conducting business remotely by accessing your accounts using the variety of alternative options. These options are not new and have always been available; while you may not have used them in the past, we encourage you to work with us to ensure you have access to your account over the next few months. Please call us at 800-724-9282, email us at reliant@reliantcu.com, or send a secure message via Online Chat on Reliant's homepage during normal business hours if you have any questions about these remote account access options.

- [Online banking](#) including Online Bill Payer
- [Mobile banking app](#) including Mobile Check Deposit
- [ATMs](#) at all our locations as well as the surcharge-free ATM network
- 24/7 Call Center, 800-724-9282
- Apple Pay and Mobile Wallet

At unprecedented times like this, we realize members may experience financial hardship and need our help. Credit Unions have always been about "people helping people" and that won't change. Your Reliant family is here for you. Please reach out and let us know how we can assist.

As always, thank you for your membership!

Sincerely,

Pamela Heald
President & CEO



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