



IMPORTANT—PLEASE READ!

To our valued members,

With the rapidly changing conditions regarding COVID-19, we are continuously monitoring and responding to how we protect our staff and you, our members. Here is the latest information we would like to share with you regarding your credit union and the evolving situation.

ONLY DRIVE-THRU OPEN, EFFECTIVE 3/16

Out of an abundance of caution, we have made the decision to move all branch transactions to drive-thru service only, as of Monday, 3/16, to create social distancing that protects you and our staff. This means that lobbies in all branches will be closed to traffic until further notice. However, to better serve our members, our drive-thru at all traditional branches will be open extended hours during this time, from 8:00AM–6:00PM.



Pamela Heald
President & CEO

IN-STORE BRANCHES CLOSED EFFECTIVE 3/16

Our in-store branches (those located within Walmart Supercenter stores) will be closed until further notice.

WE ARE READY TO HELP

We understand that this is a unique situation, and we are committed to helping any members who may need assistance.

Members who need to have one-on-one or in-person appointments should reach out by phone first, at 800-724-9282, and we will work with you to come up with accommodations to meet your needs.

MOBILE AND ONLINE BANKING IS AVAILABLE 24/7 FOR MOST TRANSACTIONS

With mobile and online banking, you can check balances, transfer funds, pay loans and credit cards, make bill payments, and deposit checks—all from the comfort of home. If you have questions about setting up online or mobile banking, one of our Member Service Center (MSC) Representatives can help walk you through this process. Our MSC will be open extended hours during this time, from 8:00AM–6:00PM, in order to better serve our members.

Our top priority is the safety and wellness of our staff, our members, and the communities we serve. We will do our best to help you through as we navigate this change together.

As always, thank you for your membership!

Sincerely,

Pamela Heald
President & CEO