



IMPORTANT—PLEASE READ!

To our valued members,

As the COVID-19 virus outbreak continues to dominate headlines, we want to reassure you that we are doing everything we can to support you through this challenging time. We're here to provide support in any way we can. This is our number one priority.

We recognize that this is an unprecedented time, and because of that, the options we have available for helping our members will continue to evolve.



**Pamela Heald**  
President & CEO

**We are currently providing assistance, including fee waivers, payment deferrals, and other expanded assistance for credit cards, auto loans, student loans, mortgages, small business loans, and personal loans.**

If you have specific questions or if you are concerned about meeting your obligations, please reach out to us at 800-724-9282.

**As a reminder, our branch lobbies are closed at this time, to create social distancing that protects you and our staff. With that in mind:**

- We have allocated additional member service representatives to our call center, and have expanded our call center hours to better serve you.
- Drive-up teller service and hours have been expanded. We continue to come up with and work through creative solutions to help you.

As this situation evolves, we will post additional information to the dedicated [COVID-19 page](#) on our website, and I encourage you to check back for updates.

We are grateful for your membership. Please stay safe and be well.

Sincerely,

Pamela Heald  
President & CEO

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