



IMPORTANT—PLEASE READ!

To our valued members,

As we face the current COVID-19 situation, our top priority at Reliant Community Credit Union is to balance the safety and health of our members, our team, and our community with our commitment to provide members access to their money.

Although our drive-thru lanes remain open, I ask that you prepare now with ways you are able to access cash independently. Here are some steps you can do now to ensure you are prepared:



Pamela Heald
President & CEO

- If you are not enrolled in online banking, enroll using the "Register now" link in the gray menu bar on our website.
- Make sure we have your current email address and cell phone number on file. This will ensure we can reach you as quickly and efficiently as possible. Log into your account in online banking and choose "My Settings" from the top-right header menu. You can verify/update your phone number and email in the "Personal Information" section.
- Download Reliant's mobile app and log in using the same credentials you use for online banking. Please note: **you will need to be enrolled in online banking to be able to access your account via the mobile app.**
- Familiarize yourself with online and mobile capabilities, such as bill payer and mobile check deposit.
- If you have Reliant debit and/or credit cards, set them up in the mobile wallet of your smartphone or smart device to enable contactless payment. **Don't have a Reliant debit card? Contact us today to request a debit card, which can be used at ATMs, and at point-of-sale terminals for payment or cash-back transactions.**

Our online, mobile, ATM, and call center services remain available. Below you'll find listings of transactions that can be done at an ATM, and via online/mobile banking.

The following transactions can be done at an ATM:

- Deposit cash and checks
- Balance inquiries - display and print balances
- Make payments to a Reliant loan
- Withdraw cash
- Transfer funds between sub-accounts (e.g. savings to checking)

The following transactions can be done using online banking and/or the mobile app:

- Transfer funds between sub-accounts (e.g. savings to checking)

- View account balances
- Make payments to Reliant and other loans
- Deposit checks (mobile app only)

If you have any questions, please call us at 800-724-9282. We have allocated additional members of our team to our member service call center, to lessen potential wait times. We appreciate your patience during this difficult and uncertain time.

As always, thank you for your membership!

Sincerely,

Pamela Heald
President & CEO

reliantcu.com | 800-724-9282



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