



Monday, June 1, 2020

Our Valued Members,

First and foremost, we hope you and your family are healthy and safe. Our relationship with you is essential to CFCU. We want to thank you for your loyalty and patience as we all adjust to the challenges everyone is facing with COVID-19.

We are happy to share with you that starting June 1, 2020 we will reopen our lobby doors in a phased approach that is based on the latest guidance and state and local orders.

As we look forward to welcoming you back to our branch locations, we want you to know about the changes we have made in response to this pandemic. Your safety and the safety of our employees is still our top priority and we are committed to providing a healthy environment.

As we open our lobbies, you may be greeted by an employee and/or new social distancing signage that details walk-in instructions to that particular branch. Please read and follow the simple instructions on those signs. You should also expect to see plexiglass shields at each teller station, employees wearing face coverings, and hand sanitizer available for all member use. For now, masks will be required to enter all our lobbies. When that changes our signs will be updated.

There will be a limited number of members in each branch, based on size and safety measures. With social distancing guidelines our Corry office will be able to accommodate eight (8) members at a time, and the Union City and Spartansburg branches will allow two (2) members at a time. If you see a member waiting in the vestibule or entryway, then please wait for that member to move further in before entering.

Our branch hours will continue to be operating at our normal branch times for each location and we will continue in our diligent cleaning throughout the day, paying extra attention to frequently touched surfaces.

We thank you for your patience in working with us through this time, and we appreciate your due diligence in helping to prevent the spread of respiratory diseases.

As a reminder, as outlined by the CDC:

- Stay home when you are not feeling well.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Please keep at least six (6) feet of distance between yourself and others.

Please know how honored we are to be part of our community and that you choose to bank with CFCU. In these difficult times, we look forward to welcoming you back once again.

Sincerely,
Stacey Heiser, CEO