Dear Member,

Your health and well-being is our most important priority.

[CU NAME] has been monitoring the CDC, Centers for Disease Control, on the latest news about the COVID-19 coronavirus. We’re here to help keep you and our community safe and informed.

* Our branches are open as usual.

[List branch locations and hours]

* Our call center is open as usual.

[List number and hours]

* [If credit union offers online and/or mobile banking, add the following paragraph]

[Online/Mobile Banking Name] is safe, convenient, and easy to use.

You can always access your accounts, check balances, pay bills, make loan payments and transfer money using <NAME OF CU’s ONLINE/MOBILE BANKING APP]. Not enrolled in online or mobile banking yet? Now might be a good time to enroll. Visit any of our branches or call [Call Center Number] or visit [CU WEBSITE] to get started.

**Be prepared.** Though it is unlikely, if [CU NAME]’s branches needs to close temporarily, we are taking steps to ensure that you have continued access to your accounts by phone or online.

* Make sure you have a valid Debit or ATM card: Verify the expiration date on all of your cards. If you need to order a card or need help with a PIN, contact us immediately so we can get you a new card.
* Locate your closest ATMs where you can access your money and make deposits. [If your CU participates in Co-op Shared Branching … add the following] [CU NAME] debit and ATM cards can be used surcharge free at Co-op Shared Branch locations. Visit [www.co-opnetwork.org](http://www.co-opnetwork.org) for locations.
* Protect yourself from scams: Don’t click on links from sources you don’t know. [CU NAME] will never call you and ask for confidential information like your name, PIN, password or account information. Learn more about how to protect yourself from scams at the [Federal Trade Commission’s website](https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines).

**Stay informed.** Visit the [Centers for Disease Control](https://www.cdc.gov/coronavirus/2019-ncov/index.html) site for updates.

**Stay connected with us.** Check [CU WEBSITE] for updates.

**We’re here for you.** If you have been affected by the coronavirus, we may be able to help. Contact us at [Insert Contact Information].

Your team at <CU NAME>