

4/5/20

As a financial institution we are deemed an essential business and therefore have remained open to serve the needs of our membership during this pandemic. We are fortunate to report we are a strong financial institution with the required net worth and liquidity to weather this storm, a testament to the leadership and direction of our Board of Directors.

We continue to seek the best way to navigate through this new normal, evaluating operations, while balancing the needs of our membership against the safety of our staff and the institution as a whole. As a leadership team we are tasked with taking all available measures to protect the safety of our staff and membership, while continuing vital operations.

As a precautionary measure we have made the decision to make some changes to our operations. Effective immediately:

Drive-thru - As previously communicated there is only one staff member in drive thru, we do not have the required six feet to allow two staff members to safely work in that area. Please prepare for longer wait times. In an effort to reduce essential staff onsite we are changing operating hours effective Monday, April 6, 2020. Our new hours are as follows:

- Monday -Friday 8:30 am- 4:30 pm and Saturday 9:00 am-12:00 pm
- We will no longer accept any utility bills, please make those payments directly to the service provider.
- We will no longer handle any coin. This means, no coin will be accepted through drive- thru and any change out will be deposited to your account.

Please be kind and patient with our staff, who are under increased pressure to process transactions efficiently and accurately with reduced resources. They do not have the ability to quarantine. As a reminder the Governors Order clearly states we should only be performing tasks that ensure the health and safety of our families and household members. If your transaction does not qualify, I urge you to postpone, use electronic measures, or contact us via phone. Passing unnecessary items through drive thru increases the risk to our entire community.

Thank you for doing your part to protect our staff, families, and our community, I am confident we will come out of this pandemic strong and better because of our collaborative efforts.

Jennifer C Watson, CEO