

**May 2020**

Dear Members,

At FFEFCU we have been diligently working to keep up to date with all of the safety precautions and state ordered guidelines for businesses while keeping our members and staff safe and healthy. Because of this, we closed our lobby area to members on March 18, 2020. **Currently, we have no tentative reopening date.** When it is deemed safe by the State and your Credit Union, we will reopen.

We are in the process of procuring various items that will continue to keep you, our members, and our staff safe when we do reopen. We have recently purchased hand sanitizer dispensers that will be available in our office for use. You will also find hand sanitizer at each teller station. You will also see the installation of plexiglass shields at each teller station. Upon reopening, we will be sanitizing heavy trafficked areas and touch surfaces. If you are sensitive to cleaning products, please continue to use the drive-thru.

**Please note these other considerations as we look towards reopening:**

- \*We urge you to continue to utilize the drive-thru and other contactless banking options (home banking, mobile banking, mobile deposit, VRU) as much as possible.***
- \*There will be a limit to 2 members in the office at a time. If you notice multiple vehicles, please remain in your car until someone exits the building. Please refrain from bringing anyone in the building with you to do your banking.***
- \*Members will be limited to the teller area only and will need to make an appointment if they need to be in the office for an extended period of time.***
- \* Members who have traveled outside of Southwestern PA in the previous 14 days or who are at high risk are encouraged to use an online banking service and the drive-thru when possible.***
- \*Our staff will be wearing facial coverings. Members may be asked to wear a facial covering to enter the building. If we are unable to identify you because of this covering, you may be asked to remove it for identification before being buzzed into the office.***
- \*Consider signing up for E-statements.***
- \* Please refrain from leaving envelopes, receipts, or trash at the teller stations.***
- \* Prepare your transactions in advance to limit the amount of time you spend at the counter.***

We miss seeing you, our members, because you are like family to us. Please know that when we do reopen, we kindly ask that you refrain from extensive visits so that others may also enter the building.

As an essential, life sustaining business, FFEFCU is here and will continue to be here. Your funds are federally insured through the NCUA up to \$250,000. If you are suffering financial hardships and need to discuss payment or loan options, we would be more than happy to go over how we may help you. As we have been for the last 65 years, FFEFCU is here to serve you and help you with your financial needs.

No matter how different the office may look when we reopen, we look forward to seeing you again.

Stay safe and healthy,

*Wendy, Paula, & Megan*

