



Members Choice Credit Union places a high priority on the health and safety of our members, employees and the communities that we serve. In response to information from the Centers for Disease Control regarding the current COVID-19 pandemic, we are taking steps to minimize the risks of possible exposure to the virus while ensuring that we can continue to serve you with the least amount of disruption.

### **Effective at the opening of business 3/19/20 and until further notice, the following changes will be put in place:**

- All teller transactions other than, money orders, credit card cash advances, and cashier's/teller checks will be conducted at the drive-thrus
- There will be limited access to all branch visitors
  - Anyone that requires in person service will be signed in by an employee posted at the door
  - Mobile phone numbers will be collected, and members will be asked to wait in their vehicle until they receive the call that a representative is available to serve them
  - If the member does not have a cell phone, they will be asked to wait in their vehicle, their license plate will be noted, and they will be asked to enter the branch when a representative is available to serve them
  - All collections activity will be conducted by phone

For additional information and updates about COVID-19, get the latest report from the Centers for Disease Control or your local health department website.

### **What are we doing in response to COVID-19?**

We are asking our employees and members to do the following:

- Wash hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with 60%-95% alcohol.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Anyone that is sick should stay home.
- Coughs or sneezes should be covered with a tissue, then throw the tissue in a lined trash can.
- Clean and disinfect frequently touched objects and surfaces with regular household products.

### **How can we serve you with the least amount of exposure risk?**

Even though our branches currently remain open, we have options for you to access your accounts and to conduct your business without coming into physical contact with anyone. Contactless account information and transactions are available via:

- Digital apps – Download to Apple or Android phones (includes remote check deposit)



- Digital desktop – Go to [choicefcu.com](http://choicefcu.com) and click on the Online Banking link.
- Telephone Express – Call 254-776-6581 or 800-283-7139 for automated account access 24/7/365.
- Call Center – Call 254-776-7070 or 800-283-5343, Monday-Friday from 9:00 AM to 5:00 PM & Saturday from 9:00 AM to 12:00 PM to speak live with a representative.
- ATMs – Click on the “About Us” link at the bottom of the [choicefcu.com](http://choicefcu.com) webpage, then select “Locations” on the left menu bar, to find all ATM locations under the “ATMs” tab.
- Drive-Thrus – At each branch location.

### **Beware of Scams**

At times like this, it is not uncommon for thieves to take advantage of people's fear and distraction. Please be on the lookout for suspicious emails and text messages. Never click on a link directly in an email; instead, visit the website by typing in the domain or googling the company. Avoid opening suspicious attachments, as these could contain a computer virus and put your personal information at risk. Delete any email or text message that comes from a number, email address, or business you do not know.