

3/17/20

As COVID-19 (coronavirus) continues to spread globally and within the United States, we are taking proactive precautions to help inform our members and to guard against the spread of the disease.

The health and safety of our staff and members is of paramount concern to us. You'll see that we have taken extra precautions within the credit union to reduce the exposure and spread of the coronavirus. You can find a list of these steps on our website. As this situation evolves, our efforts will continue to evolve and improve.

Currently, credit union operations are not affected. This means, we are currently running business as usual. It is our top priority to try to keep our workplace safe and free from infection so that we can ensure we're able to continue providing service to our members. Per guidance from our regulator, the National Credit Union Administration, we will follow the direction of any federal, state or local authorities as it regards the restriction of the credit union due to the circumstances. Please know that any such decision will be thoroughly thought out prior to implementation; and most importantly, we will inform our members with as much advance notice as possible.

We recognize that the coronavirus will impact our members to varying degrees, so we are doing our best to stay apprised of the situation while considering the implications this pandemic may have on our members financially. We will do our very best to continue to meet your financial needs. With that, we ask that if you are experiencing financial distress due to the coronavirus' impact on our economy, please let us know. We will strive to help individuals on a case-by-case basis as we can.

These are the times for which the credit union exists; why we offer lower than usual rates, easy and low-cost refinancing options and no to low fees. Times like these are why we take pride in our cooperative spirit of people helping people. So please do not hesitate to let us know and we will do our very best to work with you.

We would also like to take this opportunity to warn you against potential scams the coronavirus is opening doors to. Fraudsters have launched phishing attacks to deliver malware; sending emails posing to be the Centers for Disease Control (CDC) or World Health Organization (WHO). Fake websites have also been established posing as interactive maps for coronavirus statistics that also infect user devices with malware. Please be hypervigilant of these potential scams and others. DO NOT open any suspicious attachments or click on any links you may receive through email or text. Be weary of any calls that request personal or account information; DO NOT give this information to callers you do not know.

We know times like these are unsettling; because we're feeling it too. If you have any concerns or questions regarding your credit union accounts, please do not hesitate to call us. (304) 346-5242 or Toll Free (800) 526-5242.

Any changes to our business operations or business hours due to the coronavirus will be shared right here on our Facebook page, on our website and of course onsite at our branch.

Our goal is to provide you with uninterrupted service. However, if you are not feeling well, please avoid visiting the credit union branch. Instead, please utilize our drive-thru as may be necessary. We also have a variety of [online](#) and [mobile](#) resources available for you to manage your accounts.

Stay tuned here and to our website as we'll continue to share more credit union information as it becomes available. Stay well.