

4/21/20

Good afternoon!

From all of us at MCWV – thank you! Like you, we have been doing our best at the credit union to adjust to the continually evolving pandemic situation we're all in. And we would like to thank you for your patience and understanding as we have been providing full services to our members through the drive-thru for the last several weeks.

After some time of drive-thru only services now, we've realized that we may be able to help you even more. As you can imagine, when providing full service through three drive-thru lanes and curbside service, it can sometimes cause a bit of bottle-neck – especially during lunch hours and our shift changes. To accommodate, and in effort to provide more timely service to you, we're taking, what we'll call, Credit Union Corona Care of you.

First up in our Credit Union Corona Care treatment, we've extended our hours again!* In addition to Monday through Friday 8 a.m. to 6 p.m., beginning this Saturday, we will be offering temporary Saturday services from 9 a.m. to 1 p.m.! That's right, you can now drive through the credit union for Saturday hours from 9 a.m. to 1 p.m.

**Extended Hours are temporary to accommodate drive-thru only service during COVID-19 pandemic. Subject to change.*

We hope these extended Saturday hours help you feel a little less rushed when you come through the credit union drive-thru, and will give you the opportunity to take some time on important services, like opening a new account.

Speaking of new accounts, our second new procedure in our Credit Union Corona Care, has been to streamline our new account process! In addition to being able to download a membership application on our website, we've added a new checklist that will help you to prepare all the items you'll need to open a new account. To start the process, all you need to do is email us at admin@memberschoicewv.com. View the Membership page of our website for all the steps.

Finally, we've also applied our Credit Union Corona Care to help make depositing checks from within your MCWV App even easier! To help you stay safe at home, we've temporarily increased our Mobile Deposit limits to \$2,500.00 for a single check limit and \$4,000.00 for the one-day total. No need to travel to the credit union when you can deposit checks directly from your smartphone.

All of this Credit Union Corona Care information and more can be found on our website by visiting our webpage dedicated to providing you with updates surrounding COVID-19.

If you have any additional questions, please do not hesitate to contact us. You can submit your questions online, or call us at (304) 346-5242 or Toll Free (800) 526-5242. Once again – Stay home, stay safe, stay well.