

UPDATE May 7, 2020

### Lobby Reopening

The Credit Union will begin an incremental reopening of our lobby. This reopening will occur in two phases. What does this mean for our members?

Our lobby will be open again to members on Monday, May 18, 2020. The lobby will be configured to allow for social distancing. We have placed germ shields on the teller line and have marks on the floor that we all have become familiar with in recent weeks. During Phase One we will only allow two members in the lobby area at any one time. We ask that all members wear face coverings upon entry. Sanitizer will be made available for our members.

We will only have 1 teller window open on the teller line to conduct transactions. We will not exchange coin or be using the coin machine. Please do not bring in your coin.

Office employees in direct contact with members will be required to wear face masks. An appointment will be required for any transaction that requires office staff assistance. Loan closings will continue to be done remotely via secure document delivery.

Our office hours will be Monday – Friday 9:00 a.m. – 4:00 p.m.

During Phase One we strongly encourage members to continue to use other channels and only come into the lobby if absolutely necessary. We will still continue to offer curbside service to members who are not comfortable coming into the office and we will continue to check our drop box throughout the day. In addition, we still have a full suite of electronic channels, and remain fully staffed to answer phone calls.

As we proceed into Phase Two, we will gradually allow for office staff to meet with members and allow for more people into the lobby.

We are cautiously hopeful that we are returning to normal. We miss our members a-lot! We will follow all the safety guidance of course – as we still need to protect our members and staff. That being said, we are smiling just knowing that we can begin to see at least some of you in person again!

Please follow us on our Facebook page to stay up to date on these gradual changes with our Credit Union. And in the meanwhile, stay safe and healthy!

Thank you for your trust in FECCCU.

Sabrina Oshelski  
Manager