

## **Important UPDATE:**

Your safety and the safety of our staff and the communities we serve are a top priority. In conjunction with Governor Whitmer's order to temporarily close certain public spaces, along with CDC guidelines, we (Federal Employees of Chippewa County Credit Union) have made the decision to close our lobby for general use **effective Friday, March 20, 2020 at 5:00 p.m.** The lobby will be closed until further notice.

Although the lobby will be closed, you will have access to your money at FECCCU. Your money is also safest stored at the credit union, where it is insured by the NCUA. We will continue to serve you via ATMS, Online and Mobile Banking. **Also, during this time, you can also use the following drive-thru options for basic transactions:**

**Soo Coop Credit Union:** As a member of Federal Employees of Chippewa County Credit Union, you can transact at Soo Coop Credit Union. They will temporarily allow shared branch transactions via the **drive-thru**. Please identify yourself as a Federal Employees of Chippewa County Credit Union member. You will be asked to give your account number and driver's license. There are cash limits for Shared Branch transactions.

**Chippewa County Credit Union:** We will have a staff member at the **drive-thru ONLY** to assist you. The staff member will be available Monday – Friday 9:00 a.m. – 5:00 p.m. Please identify yourself as a Federal Employees of Chippewa County Credit Union member and one of our staff members will assist you. Chippewa County Credit Union is located at 402 West Spruce Street, Sault Ste. Marie, MI 49783.

### **During this time:**

- Our staff is available to assist you by calling 906-632-4210 or 800-350-6760 Monday – Friday 9:00 a.m. – 5:00 p.m.
- Loan applications can be taken over the phone or via online banking. Loan closings will be completed via email.
- We are refunding all ATM surcharges to allow members free access to all ATMS.
- You'll have 24/7 access to your accounts, pay bills, make loan payments, and transfer funds to other accounts using Online Banking and Mobile Banking.
- Debit and ATM cards can be ordered by calling 906-632-4210 or 800-350-6760.
- LIVE HELP is also available via Shared Branching by calling 888-837-6500.

Please know these decisions were not made lightly. We only have three staff members; our first priority is the safety and protection of our staff to ensure uninterrupted service.

Thank You.

Sabrina Oshelski  
Manager