

From: **Michael J. Augustine, President/CEO**

Subject: **Re-Opening the Credit Union**



Dear FCCU Members,

Hopefully, this message finds you safe and healthy. The management staff of your credit union has been working hard trying to determine the best date to re-open the credit union lobbies and what that will look like. The main thing that you need to know is that re-opening will be a slow, deliberate, phased-in process taking into account the guidelines issued by the State of Kansas and the Centers for Disease Control, or CDC. This approach is detailed below:

Phase 1 (current phase)

May 11th – May 31st (approximate)

The lobbies will remain closed during Phase 1 except by appointment only. If you do make an appointment, you will be asked to complete a short health screening form before entering the building. All of our employees will be wearing face coverings while they are assisting you for your protection as well as their protection. The credit union highly encourages you to do the same as is recommended by the State and CDC.

Phase 2

June 1st – June 14th (approximate)

Credit union lobbies will re-open from 10AM – 2PM, Monday thru Friday, and by appointment at other times. If you need to speak with a Loan Officer or Member Services Representative, you need to call ahead and make an appointment as we will only be using one office for those meetings. You will be asked to complete a short health screening form prior to entering the building. In addition, the number of members in the lobby at any given time will be limited to 1 member per teller. Please follow the directional arrows on the floor when moving through the lobbies. Also, social distancing, 6 feet minimum distance, will be strictly enforced at all times. All staff will continue to wear face coverings when assisting you. The credit union continues to highly encourage you to do the same in accordance with the guidelines issued by the State and CDC.

Phase 3

June 15th – June 29th (approximate)

The only differences from Phase 2 is that the lobbies will be open from 9AM – 3PM, Monday thru Friday, and by appointment. In addition, the credit union will replace the health screening form with a visitor contact log; and, the number of members in the lobby at any given time will be limited to 2 members per tellers. All other requirements from Phase 2 will still be in place.

Phase Out

June 29th & Beyond (approximate)

Credit union lobby hours will return to normal. In addition, the visitor contact log will continue to be used and moderate social distancing will be enforced.

At the end of the day, the purpose of this approach is the protection of you, the members, and credit union staff, as well as mitigate the spread of COVID-19. This plan is designed to be flexible and is tentative, subject to the conditions at the local and State levels. *We want you back in our lobbies, but safe and healthy as well.* The credit union highly encourages you to follow all guidelines issued by the State of Kansas and the CDC.

Thank you for being a member of Frontier Community Credit Union.

Michael J. Augustine
President/CEO