

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

Subject: **June 1st Lobby Re-Opening**



Dear FCCU Members,

Hopefully, this message finds you safe and healthy. Thank you for staying connected with your Credit Union during these trying times. You, the members, have embraced the credit union's online and mobile banking platforms like never before. We appreciate your continued patience and understanding as we slowly and carefully re-open the lobbies.

Beginning June 1st, the credit union will re-open the lobbies from **10AM to 2PM, Monday thru Friday**, and by appointment only during other times. To help ensure the safety and security of you and the staff, your visit to the Credit Union will look and feel differently. Some of the changes may take some getting use to; so, we thank you in advance for your patience and cooperation.

Here is what you can expect:

- If you need to see a Loan Officer or Member Service Representative, please call ahead to schedule an appointment as we will only be using 1 office for these appointments.
- The Credit Union will only be allowing 3 members in the lobby at any given time. All others will be asked to wait outside.
- You will be required to complete a short health form prior to entering.
- All member contact employees will be required to wear masks; and, we strongly encourage you to do the same. The Credit Union can provide a mask if you would also like one.
- Social distancing and directional floor markings will be used ensure we maintain 6-foot spacing and a consistent traffic flow.
- Cough and sneeze guards have been installed.
- Employees will be regularly disinfecting workstations, door handles, etc.
- Lobby amenities such as bathrooms, seating areas, and the coin machine will remain closed.

We strongly encourage you to continue to use the credit union's drive-thrus, ATMs, and online and mobile banking platforms to avoid a trip to a branch. Lastly if you are experiencing financial difficulty, please let us help. The most important thing you can do is to stay in touch with us. We have options that can help you through any financial difficulty.

Again, thank you for your patience and cooperation and thank you for being a member of Frontier Community Credit Union.

A handwritten signature in black ink, appearing to read "Michael J. Augustine".

Michael J. Augustine
President/CEO