



## Temporary Lobby Closure Notice

*Monday, November 30<sup>th</sup>, 2020*

The safety of our staff and the communities we serve are our top priority. **Due to the increasing COVID-19 concerns, we will once again temporarily close our branch lobbies as a precautionary measure, effective Monday, November 30<sup>th</sup>, until further notice.**

Although the lobbies will be closed, you will ALWAYS have access to your money at Frontier Community Credit Union. Your money is also safest stored at the credit union, where it is insured by the [NCUA](#). **Rest assured, we will continue to serve you through our drive-thrus, Call Center, ATMs, Phone Teller, and Online and Mobile Banking. The Atchison Branch will provide service at the door, in the absence of a drive-thru.**

During this time:

- You'll have 24/7 access to cash through our drive-ups, ATMs and cash back at point-of-sale transactions.
- You'll have 24/7 access to your account information, pay bills, make loan payments, and transfer funds to other accounts using our Phone Teller, Online Banking and Mobile Banking app with Mobile Deposit.
- Our Call Center, Member Service and Loan Departments are available to assist you by phone at [913-651-6575](tel:913-651-6575) or [800-633-4559](tel:800-633-4559) from 9 a.m. – 5 p.m. Monday through Friday, and 9 a.m. – 1 p.m. Saturday.
- Account and Loan applications can be taken over the phone or online. Closings will be completed via e-mail or by scheduled appointment at our 690 Eisenhower Road branch.
- Mortgage applications can be processed electronically, and a Mortgage Loan Officer will call to schedule closings with the title company.
- Safe Deposit Box access will be by appointment only and can be scheduled with a Member Service Representative.
- To schedule an appointment with Dave Loftus, our Frontier Investment Services\* advisor, please call us at [913-651-6575](tel:913-651-6575) or [800-633-4559](tel:800-633-4559) from 9 a.m. to 5 p.m. Monday through Friday. (\*Investments offered through CUSO Financial Services, L.P.).

Frontier Community Credit Union's senior management team continues to closely monitor this situation and will regularly communicate updates. Please watch this page and our social media for updates.

Thank you for your understanding. Please take care of yourselves and stay healthy.

A handwritten signature in black ink, appearing to read "Michael J. Augustine", with a long, sweeping horizontal stroke extending to the right.

Michael J. Augustine  
President/CEO