

## March 16, 2020 Update:

### Coronavirus (COVID-19) Update for our Members:

Nothing is more important than the health and safety of our members and employees. We are closely monitoring the Coronavirus (COVID-19) situation and reviewing guidance from our federal, state and local authorities including the CDC, Texas Department of State Health Services and the Public Health Districts in McLennan and Angelina Counties. We are committed to doing our part to reduce the virus' impact and we are taking multiple steps to minimize the health risks to our members, employees, and communities. We are doing all we can to ensure that health and well-being is our priority while we continue to meet your everyday financial needs.

### What we are doing to Promote Health & Safety:

- Our employees are sanitizing their hands and workspaces throughout the day.
- At our Branch office locations, our ATM keypads, drive thru kiosks and night depositories are being disinfected throughout the day.
- We are encouraging employees to exercise good hygiene, avoid shaking hands and practice social distancing as much as possible.
- We are working with our janitorial services to increase and enhance our cleaning procedures.
- Hand sanitizer is available in all locations at this time and we continue to work to find more sources for replenishment.
- We encourage members to use electronic remote access channels and our drive-thrus as much as you can.

### We're Here to Serve You:

We are committed to serving your financial needs. Although we love seeing and greeting you in person, please consider staying home and taking advantage of our remote access channels for the health and well-being of all. As a reminder, you can access your accounts remotely 24/7 via [Online Banking](#), [Mobile Banking](#), and [Phone Banking](#) (254-751-0660 or 800-758-7729) or access our ATM network. We also encourage you to use the drive-thru at each of our branch locations as much as possible as an alternative to coming into the office.

You can reach our Call Center at (254) 776-9550 or (800) 922-6428 Monday–Thursday, 9AM–5PM, Friday 9AM–6PM and Saturday 9AM–1PM. It can be easier and faster to manage your accounts electronically, especially given higher volumes and wait times.

We are committed to serving our members in the safest way possible. We will continue to monitor this developing situation and make adjustments as necessary. Thank You for your business and being a member of GENCO Federal Credit Union.