

## **April 29, 2020 Update:**

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

#### **We Remain Open and Thank You for Your Business!**

While health and safety will always be our top priority for our members and employees, the COVID-19 situation and our State and Local Government responses continue to evolve. Governor Abbott announced a Phase-1 plan that will run through May 15, 2020 and it will now allow, but not require, numerous retail business, restaurants, and other business to reopen at 25% capacity. In his remarks he also urged financial institutions to continue to operate the way they are. The Governor and GENCO will use that two week period to evaluate what happens to the number of coronavirus cases and to see if we can continue to open up further. Rest assured that GENCO will continue to follow CDC guidance as well as guidance from our local and state authorities to contain the spread of Covid-19. We are taking every precaution to make sure your health is prioritized and our employees remain safe while ensuring your financial needs are met.

So for now, GENCO lobbies' will continue to remain closed and we will not be opening the lobby doors on Friday, May 1, 2020. Assuming the next two week period goes well and we don't see a spike in COVID-19 cases, it is possible Governor Abbot will announce Phase-2 to further open up more businesses. During this two week period from May 1<sup>st</sup> to May 16<sup>th</sup>, we will be preparing to open up our lobbies safely by putting in place precautions to comply with all recommended social distancing practices. It is our hope that we will be able to open up our lobbies with limitations and a little different look on Monday, May 18, 2020.

The great news is we are continuing to serve our members in the drive-thru and through our Call Center (254-776-9550 or 1-800-922-6428) during our normal business hours. Whether you need to open a new account, make a deposit, get cash, apply for a consumer or mortgage loan, get a money order, get a new debit card or credit card, etc. we can take care of you. We can't Thank You enough for your patience and understanding during this difficult time.

We continue to encourage you to 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's for cash. These electronic self-services will greatly reduce your wait times during periods of high volume. You can complete on-line loan applications, view your account balances, pay your bills, make account transfers and much more utilizing these electronic self-service options.

The lobby will continue be available upon request for access to safe deposit boxes and other services. Please call the credit union at 254-776-9550 or 800-922-6428 to set up an appointment.

## We Are Here to Help You!

### **Loans:**

In an effort to help members during this difficult time, we are offering no-fee skip-a-payments on eligible consumer loans (auto, personal, boat & recreational vehicles). Call us if you are struggling to make your monthly loan payment with GENCO so we can assist you today.

For home mortgage and home equity payment assistance, please call the credit union and speak to a mortgage representative.

*Please note: All skip-a-payment and loan payment assistance requests are subject to credit union approval.*

### **Share Certificate (CD) of Deposit:**

We are temporarily waiving the early Share Certificate (CD) withdrawal penalty fee. To access your funds early, please contact a representative at the credit union.

## Beware & Protect Yourself from Fraud and Scams!

Fraudsters have been quick to deploy scams involving the coronavirus stimulus money. Please be wary of unfamiliar products or services, especially any that attempt to take your personal information. They might request donations, offer advice, or even solicit unproven treatments. Don't click on or respond to emails, texts or phone calls from unfamiliar sources and people you don't know. Don't fall for too good to be true social media posts and scams.

Below are recommendations you can follow to protect yourself and your account:

1. Check your accounts online every day for unauthorized activity.
2. Contact us immediately to report any unauthorized activity.
3. Never give your account number or information out to someone you don't know or a company that you have not dealt with before for products and services.
4. Never respond to unsolicited requests for your credit or debit card number. When in doubt, call the number on the back of your card.
5. Do not click links in emails from sources you do not know. Make sure the anti-malware and anti-virus software on your computer is up-to-date.
6. Never pay an advance processing fee for the promise to receive stimulus money or a medical grant at a later date.
7. Never fall for Lottery, Inheritance or Employment Scams like Secret/Mystery Shoppers. The fake checks you receive will have instructions for you to cash the counterfeit check and submit a large portion of the money back to the fraudster. Once the check returns counterfeit to your financial institution you will be contacted to pay back the full amount of the check.

8. Do not take calls from unknown individuals or companies claiming to offer treatments or work-at-home opportunities. Do not press any keys or bother listening to robocalls. Simply hang up.
9. Rely on trusted sources for news and information. Don't trust social media sources that you are not familiar with.
10. Research before donating to charitable donations. It is best to rely on known organizations. Do not be rushed into a donation, and do not make a donation in cash.

We genuinely appreciate your loyalty and membership. We will all get through this tough time together.

Neil Ling  
President

Thank you,

**Neil Ling**  
President