

## **March 23, 2020 Update:**

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

#### McLennan County Members

This morning the City of Waco and McLennan County issued a “Shelter in Place” order for all of Waco and McLennan County effective 11:59pm March 23, 2020 and it will run through April 7, 2020 unless extended. Many nonessential businesses will now be forced to close as we continue to battle the Coronavirus (Covid-19). Rest assured that GENCO is not closed as we are designated and considered to be critical business infrastructure. While we are operating in a modified capacity with our lobbies closed for the safety of our members, employees and community, we are open and doing business in the drive-thru, in our Call Center, and on all of our electronic self-service channels.

#### Angelina County Members

As of the writing of this update, neither the City of Lufkin nor Angelina County has issued a “Shelter in Place” order at this point. Instead you remain under a State of Public Health Disaster order which went into effect on March 20, 2020 at 11:59pm and runs through March 27, 2020 unless extended. While our Lufkin branch office is operating in a modified capacity with our lobbies closed for the safety of our members, employees and community, we are open and doing business in the drive-thru, in our Call Center, and on all of our electronic self-service channels.

#### How Can You Access the Credit Union?

WE ARE OPEN AND HERE TO SERVE YOU!! Your hard earned money is Safe and Sound here at GENCO. Besides closing the lobbies, we have made no other changes to our hours and you can feel confident we are here to take care of your financial needs. Weather 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.

All of our branch locations contain night drops on the side of the building usually close to the ATM. Feel free to drop your loan payments or deposits in the night drop as we will be working the night drop multiple times throughout the day.

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

We strongly 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.