

May 18, 2020 Update:

Coronavirus (COVID-19) Update for our Members:

Our Branch Lobbies are Opening for Business With Limitations

The Coronavirus (COVID-19) pandemic has forever changed all of us and it has affected us in ways we could not have imagined. At GENCO, the health and safety of our members and employees will continue to be a top priority and we will continue to follow all federal, state, and local government guidance. Friday, May 15th wrapped up Governor Abbott's Phase One to Re-Open Texas and now we move into Phase 2. GENCO will now re-open our branch lobbies during normal business hours on Monday, May 18, 2020 with a few changes and limitations.

We have all become very familiar with the term social distancing. To help ensure social distancing within our offices, you are going to notice some changes when the doors re-open.

1. First we will be limiting the number of members who can enter any branch office at one time and you will see floor signage to promote spacing.
2. You will see plexiglass shields at the teller stations and on the desks of our financial service representatives for your protection.
3. If all our financial service representatives are busy and there is no waiting room in the lobby, you will be asked for your cell phone number and to wait in your car. We will call members back on your cell phone in the order received to enter the lobby.
4. If you are wearing a mask or covering, we will ask for your identification as you enter the door and we will ask you to temporarily pull down your mask or covering so we can identify you.
5. If you have on a mask and any other garments covering your face or head such as sunglasses or a hoodie, we will ask to remove the sunglasses or hoodie while you are in the lobby.
6. If you choose to use the lobby, we ask you to limit the number of people you bring to the credit union to only those needing to sign and conduct business.

Electronic Services, Call Center & Drive-thru

In order to reduce traffic and wait times in the lobby, we encourage all members to keep using our electronic and Drive-thru services as well as the Call Center. We will continue to offer the expanded services in the drive-thru that began when we closed the lobbies back in March. We are also serving many members through our Call Center which you can reach at 254-776-9550 or 1-800-922-6428 during 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.

As always, 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'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.

Thank You for being so patient and understanding through this difficult time. We know these changes are less than perfect but they are necessary for the health and safety of everyone. We certainly appreciate your continued support as we work through this situation together.