

March 18, 2020 Update:

Coronavirus (COVID-19) Update for our Members:

Change to Lobby Office Hours at all Locations

In an effort to protect the health and safety of our members, employees and communities we serve, we will be temporarily closing our branch office lobbies. This decision is made based on the recommendation of the World Health Organization, CDC, and local governments in regards to the Social Distancing guidelines they have issued. **This change will go into effect on Thursday, March 19, 2020.**

No Change to Drive-thru Hours

Understand that we are open, and we will remain open to serve you. Instead of coming into the lobby, we are asking that you use the drive-thru for all teller transactions. The drive-thrus are open Monday-Friday 7:30am to 6:00pm and on Saturday from 9:00am to 1:00pm.

We Encourage You to Use our Call Center and Electronic Self Service Options

You can also reach our call center to request a loan or for other questions in regards to your account. The call center is open Monday-Thursday 9:00am to 5:00pm, Friday 9:00am to 6:00pm and Saturday 9:00am to 1:00pm. To apply for a loan after hours you can call our 24x7 loan call center at 254-776-9550 or 800-922-6428 and select option 6 then option 1.

The lobby will 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 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 network. 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 transfers and much more utilizing these electronic self-service options.

Be Aware of Scams

Be aware of Coronavirus (COVID-19) scams. Bad actors are calling, texting or emailing members posing as credit union employees. We will never call you and ask you for your account number, social security number or debit/card numbers. If you are uncertain, do not respond; instead, call and check with the credit union in regards to your account. Also scammers have been setting up fraudulent websites to sell virus related products that are no good in an attempt to capture your private account data.

We appreciate your business and we want to serve you in the safest way possible. Thank you for your commitment and patience as we work together to meet your financial needs and defeat the Coronavirus (Covid-19). Let's all do our part to flatten the curve!