

COVID-19: Drive-Up Service Only Starting Wednesday, March 18

Dear Valued School District 3 Federal Credit Union Member,

We remain committed to doing the right thing for the health of our members, our employees and our community during the COVID-19 pandemic. Therefore, we are **temporarily shifting to drive-up service only** at our service center. **Our service center lobby will be closed beginning Wednesday, March 18 until further notice.**

After careful review, we determined this approach allows our members to continue banking in person while also helping keep everyone safe. Our staff will sanitize their hands between transactions and clean the tubes with disinfecting wipes as well. We also urge you to sanitize your hands before and after using the drive-up.

A Great Option: Electronic Banking and ATMs

In support of your fellow School District 3 Federal Credit Union members, if you can bank online, on your mobile phone, or at an ATM, please do so. This may be your quickest service option, and it will free up our staff to more quickly answer the phones and help members whose only option is to bank by phone. While it may take us longer to answer the phone, please know we will answer every call as quickly as we can.

We Continue to Support Our Employees

We are continuing to do what's best for our employees' health. We've equipped people to work from home. And if their role or illness doesn't make this possible, they will not have to use their vacation/sick time and will be paid as usual.

We're Here for You

If the pandemic is impacting your personal finances, please reach out. We're here to help. Please also know the people who work at your credit union have shown incredible dedication, ingenuity and loyalty as we all seek to continue providing you with uninterrupted service.

At times like these, I am especially thankful we are a not-for-profit financial institution. This allows us the flexibility to do what is in everyone's best interest – rather than what's best for the bottom line.

We will continue to follow best practices according to public health officials. And I will continue to be in touch as we move forward. I appreciate your understanding and patience during this challenging time. Please take care.

Sincerely,

Denise Hunt
President