

Dear Member:

At Campbell Federal Credit Union, our top priority is always the health and safety of our members and employees. We are closely monitoring the COVID-19 coronavirus situation and following guidance from health experts and federal agencies including the Centers for Disease Control (CDC).

We are taking the necessary steps should this issue become a more significant concern for our area. Based on the guidance we've received and our general state of preparedness, we are confident our operations will continue to be safe and ready to serve our members. Please be assured that we have comprehensive plans in place allowing us to provide uninterrupted access to your funds now and in the event the virus progresses. Some of these steps include:

- Disinfecting our lobbies, desks and public spaces throughout the day.
- Hand sanitizer dispensers strategically located throughout the office.
- A full cleaning of our office space.
- Reviewing Business Continuity plans and preparing should our branches need to be closed or have limited access.

We are also reinforcing with our employees the recommended precautionary steps from the CDC to prevent the spread of germs. We encourage you to do the same. These guidelines include:

- Wash your hands with soap and water for at least 20 seconds.
- Avoid close contact with people who are sick.
- Cover a cough or sneeze – preferably with a disposable tissue.
- Avoid touching your face – especially your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects.
- Stay home if you have flu-like symptoms.

In the event that you cannot or do not want to conduct your transactions in person at our office, we encourage you to utilize the following remote services:

- **Mobile App and Mobile Deposit**-check balances, transfer funds, pay bills, deposit checks
- **Online Banking**-check balances, transfer funds, pay bills, request a withdrawal check
- **Bank by Phone (800-544-0949)**-check balances, transfer funds, make loan payments, request a withdrawal check
- **ATM machines**-make cash withdrawals, check balances

If you don't already have these services, now may be a good time to sign up! Click [here](#) to set up Online Banking.

Campbell Federal Credit Union remains focused as ever on serving your financial needs. We are in this together to contain the spread of the virus. Please check our website regularly, www.campbellcu.org for updates on the status of branch operations and services.