



First, let me thank you for the trust you put in Central Communications Credit Union and its employees. As President, I feel it's important to share an update on how we are responding to the Coronavirus (COVID-19) situation. Let me assure all of you that the Credit Union has taken steps to be prepared and is actively managing all aspects of the situation so we can continue serving you in your time of need. We are checking daily, postings from the CDC and World Health Organization along with Regulators as well as State and Local authorities. This is to ensure we stay on top of developments in the event proactive measures need to be taken.

Your well-being is our priority:

We are committed to the health and safety of our members, employees and the communities we live in. In this fluid situation, we are making every effort to promote health and safety of all.

Based on guidance from the CDC on limiting the spread of COVID-19 and a precautionary measure, we will provide **drive-thru service only at all of our branch locations, effective March 18, 2020 until further notice**. Lobby service will be limited to **appointments only** for certain services that cannot be handled at the drive-thru lanes. We encourage members to use our ATMs, Night Drops and Electronic Services. If you need access to a Safe Deposit Box at our North Branch, please call ahead during normal hours for an appointment.

Some important factors to be aware of:

- CentralCCU is committed to delivering uninterrupted business operations for our members.
- Our Data processing is done in a data center with a full redundant backup center.
- As a member you can access your account remotely or use one of the many CO-OP ATMs to access cash as needed.
- All member deposits are insured by NCUA up to \$250,000.
- As a Federally Insured Credit Union, we cannot and do not invest in the stock market. The recent drop has no direct impact on the credit union's balance sheet.

We're also aware that, given the current situation, how you choose to do business with us may involve more online or self-service options for the near future. I'd encourage you to sign up for Online Banking or download the CentralCCU app if you haven't already. You will have 24/7 access to your account information.

Again, your safety and well-being is important to us.

Thank you,

Philip M. Weber, President  
Central Communications Credit Union