

Dear Member:

At 1st Street Credit Union, our top priority is always the health and safety of our members and employees. We are closely monitoring COVID-19 coronavirus and following guidance from health experts and federal agencies including the Centers for Disease Control. We want to assure you that we have comprehensive plans in place allowing us to provide uninterrupted access to your funds now and in the event the virus progresses.

We are taking steps to disinfect our lobbies and public spaces throughout the day. Some of these items include:

- ❖ Hand Sanitizer Dispensers in the lobby and at the desks/teller stations of all employees.
- ❖ Tellers are being supplied with disposable sanitary gloves.
- ❖ Wiping down counters and desks several times a day.
- ❖ Giving remote access to key personnel to access necessary systems for business continuity.
- ❖ Reviewing disaster recovery plans and preparing should the branch need to be closed or have limited access.

Here's What You Can Do To Manage Your Finances

- ❖ You have access to all of your accounts without needing to visit the branch from the comfort of your home or anywhere with Internet access through our It's Me 24/7 Platforms. They include:
 - Online Banking
 - Mobile Banking App
 - SAMM telephone banking services.
- ❖ Now is a great time to sign up for Online Banking or to download the Mobile Banking App! Let us know if you have any issues utilizing any of these channels.
- ❖ It's a good time to setup direct deposit of your paycheck, reoccurring deposits or automatic bill pays.
- ❖ If you have not activated your credit or debit card, please do so now! If you need to have your PIN reset, please call us at 941.953.6744.
- ❖ If you do not have an ATM or Debit Card, please stop in to the Credit Union and request one today.
- ❖ If you do not have a 1st Street Credit Card, consider applying today. The Credit Union has great rates and a fast approval process.
- ❖ The Credit Union is part of the Shared Branching network. If our location is closed, you can visit over 5,000 locations nationwide to access your funds. To find a shared branch location, please visit <https://www.co-opfs.org/Shared-Branches-ATMs>.
- ❖ In addition to our ATM, as a member of 1st Street Credit Union, you can also use our partner ATMs – 5/3 Bank and Publix.
- ❖ Wash your hands with soap and water before and after handling money, credit cards, visiting our branch or using any ATM.

Here's What You Can Do To Stay Healthy

The [Centers for Disease Control and Prevention](https://www.cdc.gov) (CDC) recommends everyday preventive actions to help prevent the spread of respiratory diseases including:

- ❖ Avoid close contact with people who are sick.
- ❖ Avoid touching your eyes, nose and mouth.
- ❖ Stay home when you are sick.
- ❖ Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- ❖ Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- ❖ Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- ❖ Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.

1st Street Credit Union remains focused as ever on serving your financial needs. We are in this together to contain the spread of the virus. Thank you for trusting 1st Street Credit Union with your financial needs.