



Dear Valued Members:

This is an unprecedented time and the impact of the Coronavirus (COVID-19) is being affected by all. All of us at 1st Street Credit Union know how much you are counting on us. As your Credit Union, we are taking steps to minimize the risks to both the health and financial stability of our members and staff.

Beginning on Friday, March 20, 2020 we are taking the following precautions while continuing to provide the best service possible:

- ❖ The Credit Union is going to limit the number of members in the branch at one time.
- ❖ All members and shared branching guests must complete Transaction Voucher Forms before approaching the teller station.
- ❖ We will not be providing receipts to members unless you are 60 years and older **and** request it. All receipts will be sent to your Virtual Strong Box. You can also check your balances through SAMP telephone banking, our online banking portal and mobile banking app.
- ❖ Loan Closings will be handled remotely and securely through our Virtual StrongBox. In limited situations, in-person loan closings will be by appointment only.

By limiting our face-to-face time with other staffers and members, we're doing our part to reduce the spread of COVID-19. Rest assured, we are not limiting our services to you in this challenging time. As a member-owned cooperative we are and always will be, here for our members in good times, but especially in times of uncertainty. This is precisely why credit unions were created.

We are appreciative that many of our members have engaged in "physical distancing" or "social distancing" as a precaution. Now is the perfect time to take advantage of our robust virtual services. You can do all of your banking from home, 24/7!

- ❖ [Online Banking](#)
- ❖ [1st Street Credit Union Mobile App - Apple Phones](#)
- ❖ [1st Street Credit Union Mobile App - Android/Google Phones](#)
- ❖ Bill Pay – Must be signed into the Online Banking
- ❖ Mobile Anywhere – Deposit Checks from your phone 24/7 from the comfort of your home

Additionally, you can access your money through the following channels and products:

- ❖ [CO-OP Shared Branching Locator App - Apple Phones](#)
- ❖ [CO-OP Shared Branching Locator App - Android/Google Phones](#)
- ❖ [CO-OP Shared Branching Locator Website](#)
- ❖ [Presto \(Publix\) ATM Locator](#) – (4 Free Withdrawals a month)
- ❖ [5/3 Bank ATM Locator](#) – (Unlimited Withdrawals at 5/3 Bank ATM only)
- ❖ [CULiance ATM Locator](#) - (Surcharge Free - 80,000 locations)
- ❖ 1st Street Credit Union's Debit Card (No Annual Fee)
- ❖ 1st Street Credit Card (No Annual Fee; Competitive Rates)

Information regarding the virus is rapidly changing – as is our response. We will continue to communicate with you during this time and thank you for your patience and understanding as we move forward together. We remain committed to serving our members and our community. We never take for granted the trust that you have put in us as your financial partner. Thank you for your continued support.

Sincerely:

1st Street Credit Union