

## United Labor Credit Union:

### **EFFECTIVE WEDNESDAY, MARCH 18, 2020**

Amid ongoing concerns about the Coronavirus COVID-19, United Labor Credit Union is closely monitoring the latest reports from the Centers for Disease Control (CDC) and has taken a number of precautionary measures for the health and safety of our members, staff and volunteers.

We wanted to reach out and share a few of the ways we are here to serve you during difficult this time. While we don't know a time frame at this point, be assured that these measures are temporary.

- If you visit our branch, please know our team is available to serve you through **extended hours at the drive-up** window. Appointments must be made by phone for those members who find the need to come inside to close loans or make other longer transactions. To that end, we are implementing best practices recommended by CDC for sanitizing and educating staff on procedures.
- Our locking night drop located in the drive-up lane, is available 24/7. It is opened first-thing in the morning, and all deposits are processed immediately.
- As a convenience, while the lobby is closed, we extended drive-up hours to:
  - Monday – Thursday, 8 a.m. to 5:30 p.m.
  - Friday – 8 a.m. to 6 p.m.
  - Saturday – 8 a.m. to Noon
- We are encouraging any employee who may feel sick to stay at home, and encourage you to stay home if you feel ill.
- We also encourage you to access your account from home at [UnitedLaborCU.org](http://UnitedLaborCU.org), or use the touchtone-teller system at (866) 631-0244, to review transactions, check balances, and more. You can also call us at (816) 313-2848, for account inquiries, transfers, loan payments, and withdrawal by check.
- Our ability to process electronic deposits and withdrawals, ATM and debit card transactions WILL NOT BE AFFECTED by this change to operations.
- As a reminder, if you plan to withdraw over \$400 in cash during your daily transaction, please provide us with 24-hour notice by phone.
- If you've been impacted by COVID-19 and need our support, please contact us at (816) 313-2848, or email [ErinL@UnitedLaborCU.org](mailto:ErinL@UnitedLaborCU.org).
- All Financial Education events, including apprentice training and the 10th Union Retiree Financial Forum scheduled for March 28, will be rescheduled for future dates.

We will continue to closely monitor the situation and evaluate additional measures to support our members and community as needs arise. We are living in turbulent times, together. Please look after your friends and neighbors, particularly the elderly and those with compromised immune systems. Use technology and mobile communication over in-person visits whenever possible.

For additional information about COVID-19, get the latest report from the Centers for Disease Control at [cdc.gov](http://cdc.gov) or your local health department Web site. Please reach out to ULCU with any questions or concerns.

Very best regards,  
ULCU Management & Board of Directors