

At United Neighbors FCU the safety, health and well-being of our members, employees and community is our highest priority. Our staff remains committed to serving your needs.

Like you, we continue to stay informed about developments surrounding the Coronavirus (COVID-19) and understand the concern and uncertainty you may be experiencing. We are committed to being responsive to the needs of our members and employees as the situation evolves.

We are doing all we can to make sure our office is open, staffed and safe. We encourage members to please contact us should you be facing financial difficulties. Rest assured knowing you can count on us to be there when you need us most.

We strongly encourage you to use United Neighbors online resources for self-service banking. It's easier and may be even faster (in most cases) to manage your account, given that call wait times may be longer than usual.

You can access your accounts online at your convenience by going to **unitedneighborsfcu.com** or by using the **United Neighbors FCU Mobile app**. Online you will be able to view transactions, check balances, make payments, find ATMs (www.co-opnetwork.org/), and more. If you have not yet enrolled in online banking, it only takes a few minutes. In addition to our online services, if you do not have a debit card, now is a great time to get one, they are FREE and convenient.

Please be advised, if we reach out to you, we will not ask for confidential information such as your name, password, personal identification number (PIN) or other account information. See the Federal Trade Commission's advice for consumers to protect yourself from scams <https://www.ftc.gov/>

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at cdc.gov. <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

As always, our members, community and employees are our highest priority. We are committed to serving you and will do so to the best of our abilities. We will get through this one day at a time.