



Manitowoc 920-684-0361 • Sheboygan 920-451-8222

Thursday, May 14, 2020

Dear UnitedOne member,

By now, you have most likely heard that the Wisconsin Supreme Court has overturned Governor Evers' Safer at Home order, and businesses are beginning to reopen. From the very beginning of our COVID-19 response, you have all been very patient and kind when working with our staff. Thank you very, very much.

Today, I want to share with you UnitedOne's plan for reopening and what it will look like.

- We are staying with the Governor's original date, and will reopen on Tuesday, May 26th. However, it will be a phased opening. We will not be opening our branches at the Sheboygan Clinic or the Aurora Sheboygan Memorial Medical Center until we are given the approval to do so.
- We are opening on an appointment-only basis and will continue to direct routine transactions through our drive-thrus and digital channels. If you need inside teller service, we are asking that you make an appointment. Using appointments will help us limit the number of members entering our buildings.
- When you arrive for an appointment, we will ask you to call and let us know you are here. The employee you are meeting with will come to the door and get you. This will allow for proper office cleaning between members.
- Maintaining the recommended space of 6 feet between people can be difficult in our business, especially in office settings. Following guidelines set forth by the CDC, our employees will wear some sort of mask or other facial protection when 6-feet of distance cannot be maintained, and we are asking you to please consider doing the same, for your protection and ours. We will have masks available if you do not have one.
- We will also begin "curbside" service for members needing to drop off or pick up items.
- As of right now, we cannot tell you when we will move from this phase. Watching what is happening in our communities and following local government guidelines is how we will proceed. We will always do our best to give you advance notice of any changes.
- Our electronic services give you access to your funds 24/7 and can help you monitor and manage your account from the comfort of your own home. [Please learn more here.](#)

Thank you so much for your patience and trust as we continue to make this transition.

We're here because you're here!

Kim Rooney,
CEO UnitedOne Credit Union

