



Wednesday, March 25, 2020

Hello UnitedOne Credit Union Members,

From our family to yours, we hope you are adjusting to our new normal and above all, staying safe and healthy. We are working to be here for all of you and are doing our part to keep our communities as healthy as possible. Many employees are working from home to help us keep the employees working in branches a safe distance apart. All employees are focused on being available to help with your financial needs.

Important information to share with you:

- We have Skip A Payment programs, loan deferrals and loan modification programs available for members who are worried about making upcoming loan payments. Please [call us](#) if we can help you with these programs.
- We are waiving all fees associated with our Saver's Sweepstakes and Christmas Club [accounts](#), so those funds are available if you need them.
- We will waive early withdrawal fees on [share certificates](#) for funds needed to help members during this period.
- Our drive-thru lanes are open from **8 a.m. to 7 p.m. Monday through Friday and from 8:30 a.m. to 4 p.m. on Saturday**. If you would like to speak to a live teller, just touch the screen and a teller will be there to serve you.
- Our staff is available to help you with account questions and request from 8:30 a.m. to 5 p.m. Monday through Friday and from 8:30 a.m. to noon on Saturday.
- We are offering a "[Here for you, loan](#)" of up to \$2,000 for 24 months to help right now. Please [learn more here](#).
- 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](#).

Most importantly, I want to remind you that your money is insured up to \$250,000 by the [National Credit Union Association](#) and is safe in UnitedOne Credit Union. For the safety and security of our members, we are asking that you please reconsider any large withdrawals you are thinking of making. These are uncertain times, but your money will be here when you need it.

Please stay safe, and if we can do anything to help, just call.

Kim Rooney,
CEO UnitedOne Credit Union

