



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

Friday, April 17, 2020

Hello UnitedOne members,

Like many of you, the news that we will be staying at home through May 26th made all of us take a deep breath. There were a lot of blank stares and sighs of frustration. Being here for you, our members, is why we exist. We miss seeing you inside our branches.

Our team is spread out throughout our communities, with about 40% of our employees working from home. By spreading out, our goal is to help keep our employees and their families healthy.

So, for the next several weeks, until at least May 26th, our offices will continue to operate on a drive-thru only basis, with some limited appointments. Our hours are:

- **Our drive-thru lanes are open from 8 a.m. to 7 p.m. Monday through Friday and from 8 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. The machines also operate 24/7 as full-functioning ATM machines with your debit card.
- **Our staff is available to help you with account questions and requests from 8:30 a.m. to 5 p.m. Monday through Friday and from 8:30 a.m. to noon on Saturday.**

I also want to remind you about programs in place to help you and your family during this time:

- 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 certificates of deposits for funds needed to help members during this period.
- 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](#).

And most importantly, please remain vigilant in protecting your financial information. WE WILL NEVER CALL YOU asking for your account information. If you receive a call or email from someone saying they are UnitedOne, and asking for information, do not give it out. It's unfortunate, but we are seeing an increase in scams during this time. Read more about [digital safety](#) on our website.

Please stay safe, and if there is anything we can do to help, please call.

Kim Rooney,
CEO UnitedOne Credit Union

