



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

Monday, September 28, 2020

Hello UnitedOne Members,

As you know, the Covid-19 cases in Wisconsin continue to grow making us a hotspot with having some of the most Covid-19 cases in the country. In our own area we are seeing double-digit increases on a daily basis, so we believe to keep you and our staff healthy, it is time to once again close our lobbies to in-person transactions. Our lobbies will remain available, on an appointment-only basis, for the foreseeable future.

On our end, we have UnitedOne team members spread throughout our branches with many working from home to keep the number of in-branch employees down. By spreading out, our goal is to help keep our employees and their families healthy.

These changes will take effect starting **Tuesday, September 29, 2020.**

#### Even with the lobby closings, our team is still here, ready to serve you:

- 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.
- This change will mean our Walmart lobby is also closed until further notice. Please remember that there is a PTM at this location, giving you access to a live teller from 8 a.m. to 7 p.m. Monday through Friday and from 8 a.m. to 4 p.m. on Saturdays.
- 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.
- You can schedule an appointment using our [online appointment tool](#). You can even schedule a telephone appointment with your favorite UnitedOne Team member. [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. You can read more about digital safety on our website: <https://www.unitedone.org/digital-safety>

Please stay safe, and if there is anything we can do to help, please give us a call at 920-451-8222 or 920-684-0361.

Thank you for being a member of UnitedOne Credit Union, your patience and understanding will help us all make it through this together.

Kim Rooney,  
CEO UnitedOne Credit Union

We're here because you're here!

