



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

Thursday, July 02, 2020

Hello UnitedOne Members,

Over the past several weeks, our communities have been slowly re-opening as we strive to get back to some sense of normalcy. UnitedOne will begin the process of re-opening our lobbies in a very controlled manner, aimed at keeping you and our employees safe and healthy.

Our lobbies will re-open at **10 a.m. on Monday, July 6th**. What does UnitedOne's lobby re-opening mean?

- For Member Service and Mortgage needs, meetings will continue to be **by appointment only**. By taking appointments, we can limit the number of members in our offices at any one time. You can use our [Online Appointment Concierge](#), available on our website or in our [mobile app](#). By checking there first, you can look at wait times and set your appointment. You can choose to Meet in Person or Meet via Phone Call. With a very few exceptions, anything that can be done in person can be done on the phone, so you can conduct financial business from the comfort of your own home.
- We will continue with our curbside service for those of you needing to pick something up or drop something off.
- When you arrive for your appointment, please call the office and the person you are meeting with will come out to get you. We have no waiting areas in our branches, and to limit the number of members in our branches, we will ask you to wait outside. We are also asking that only those necessary for the meeting come into the branch. **If you have a fever and/or are not feeling well, please call to reschedule your appointment, or we will help you over the phone.**
- Our offices and service areas have been equipped with sneeze guards and our staff will be wearing masks. Wearing masks seems to have taken on many meanings these days. At UnitedOne, we see masks as an act of kindness, and a way to help ensure our branches can remain open to serve you. We strongly encourage you to help us in our efforts by wearing a mask when in our offices. We have also enhanced our cleaning and sanitizing efforts to keep everyone safe.
- Each office will have a limited number of members who can be inside at any one time to conduct transactions at teller lines or at indoor PTMs. **Maximum Lobby** occupancy numbers are:
 - **SHEBOYGAN**
 - o 3509 Washington St. – 4 members
 - o 2122 Superior Ave. – 4 members
 - o 733 N. 8th St. – 1 member
 - o Our branches at Aurora Memorial Hospital and the Sheboygan Clinic remain closed at this time.
 - **MANITOWOC**
 - o 1117 S. 10th St. – 6 members

Employees will be at entrances monitoring members entering our buildings. Please be prepared to identify yourself with a driver's license or photo ID and please be prepared to briefly remove your mask.

- **MANITOWOC WAL-MART**
 - o Hours will be 10 a.m. to 4 p.m. Monday through Saturday for the foreseeable future.

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.](#)

During the past 3 ½ months, you have been very kind and patient, and we appreciate your commitment to helping keep us safe and healthy. We are looking forward to seeing you again, and we know that if we can all work together, we can keep our communities on a healthy pace to normal.

Kim Rooney,
CEO UnitedOne Credit Union

