

# New Century Federal Credit Union

To: NCFCU Members

From: Board of Directors and Management

With each day bringing new information in regards to COVID-19 and the recommendations from the CDC to limit person-to-person interaction, effective 3/18/2020, **we will be limiting branch operations to drive-thru only until further notice.** Our normal drive-up hours will remain 7:30 am to 5:00 pm, Monday thru Thursday, 7:30 am to 6:00 pm Friday and 8:00 am to 12:00 pm, Saturday. We will however continue to meet with members for any essential transaction that cannot be completed through the drive-thru such as IRA related transactions or Home Equity closings for example. However, we do ask that if you have something that is essential to please call us ahead of time at 815-726-3440 or 815-741-1847 so that we can set up a time to make sure both parties are prepared.

## **No need to Panic.**

We want to remind you and ensure you that your money is safe at the credit union and is insured up to \$250,000. We do encourage you as well to use Online Banking as much as possible during this time.

## **Member service remains our number one priority.**

Through this difficult time, our number one goal is still to provide the best member service to our members. We will continuously monitor the situation closely and take every step we need to ensure your safety, the staff safety and the operations of the Credit Union and keep business running safe and smooth.

All the best and stay healthy,

Mark Eissens

President/CEO