

To: All New Century Federal Credit Union Members
From: New Century FCU Board of Directors and Management Team

In response to the concerns about Coronavirus, known as COVID-19, NCFCU is closely monitoring the outbreak and its impact. Our Board of Directors and Management Team remain committed to providing service to you at the highest level possible. We are following recommendations from the Centers for Disease Control (CDC), as well as, federal, state and local agencies to ensure the health and safety of our staff and members.

NCFCU is taking extra precautions at our branch locations to help with disease prevention.

- We are cleaning high touch areas frequently and following the guidelines of the CDC.
- Employees are encouraged to stay home from work if they are sick.
- We are removing brochures and items from common areas until the situation improves.
- Staff travel to training, meetings, volunteer activities, and partner visits have been suspended until further notice.

We would like to remind our members of the various ways in which our products and services are accessible from the convenience of your home, phone or wherever you may be:

- Online banking lets you review your balances and transactions and transfer money.
- Audio response teller is available 24/7 by calling 888-488-8636 to check your balances and transfer money.
- If you need access to cash, you can visit a surge-charge free ATMs by clicking on [Find an ATM](#).
- Each branch location has a night depository available.
- If you need assistance, call our branch offices at 815-741-1847 (Joliet) or 815-726-3440 (New Lenox).
- Apply for a loan online.

Beware of scammers taking advantage of the Coronavirus. These scammers set up websites selling bogus products and use fake emails, texts and social media to take your money and get personal information. Beware of suspicious emails and text messages, medical supply scams and fraudulent donation sites that may impersonate a company, charity or government agency. Don't reply to or click on any links from sources you don't know. It could download a virus onto your computer or device. Do not share sensitive information such as usernames, passwords or any personal information.

Please know that as this situation evolves, we will continue to monitor the spread of COVID-19 and notify you if there is a change in our operations that could affect how we serve you, our members. Our goal is to keep everyone as safe as we can and still meet our member's needs.

Thank you for your membership.

Mark Eissens, CEO