

Important Updates Regarding Coronavirus (COVID-19) & Your Credit Union

Due to the COVID-19 outbreak, it is necessary for Academic Employees Credit Union to make some changes in our day-to-day operating procedures.

- As of **Wednesday, March 18**, our lobby will be closed, and we will conduct all transactions through our drive-thru. This will help us adhere to recommendations on social distancing in order to slow or stop the spread of this disease and keep ourselves, our members and our community safe.

We are still here for you! During this unprecedented time, our goal is to continue to provide you with the service you have come to expect from us, while looking out for your safety and health, and that of our staff. As of now, we will operate under normal hours. Our staff will still be here to answer any questions you may have or complete any request for service by phone or email.

Our loan department will continue serve you. Most of the loan process can be completed electronically and over the phone. We will work with you, as always, to make the process easy and seamless. If issues arise due to quarantine or social distancing, we will work with you to find solutions. If a situation arises that makes it necessary for a member to enter the building, arrangements can be made.

- As a community, we take care of each other. **We're here to help if you're experiencing financial pressure due to the coronavirus.** We encourage you to contact us for assistance with loan payments, credit limit increases or emergency cash if you are being impacted.
- We urge you to take advantage of our digital services if you have not done so already.
 - Our online account access and the voice response unit are available 24 hours a day, seven days a week. Both will allow you to get real-time account information and make transfers and payments between accounts. If you are not signed up, please get signed up. Our staff can answer all your questions and walk you through the process.
 - If you do not have a debit or ATM card, we can order one for you. If you have one, make sure you know your PIN. If you don't remember it, or need to change your PIN, we can do that for you. Just call our office. If you have questions about cash limits on your card, our staff is happy to answer them. Please call our office and let us help.
- If you have an AECU Visa[®], you can register it at www.ezcardinfo.com. You can schedule payments and see your card activity 24/7.

If we need to make additional adjustments to hours or operations, we will keep you informed on our website and our Facebook page. Please feel free to call our office if you have any questions or concerns. As always, we will do our best to answer everything and make sure that you're comfortable.

Please know that we want each and every one of you to be safe. The relationships we have formed with you over the years are important to us. We hope things get back to normal soon. Stay safe and healthy! We want to see your smiling faces, shake your hands and give you hugs when this is all over!

Warmest regards,

Sky Poindexter
President
Academic Employees Credit Union