



5720 Commons Park Drive, East Syracuse, NY 13057

Dear Valued Member,

As concerns over the Coronavirus (COVID-19) continue to rise, my intent is to inform and not alarm. As such, I want to share information about how we're handling this situation and its impact on life and operations at Countryside FCU.

Keeping our employees and membership safe is the top priority. With help from the Centers for Disease Control and Prevention (CDC) <http://www.cdc.gov> and other competent sources, we're developing preventative measures to maintain a healthy environment at the credit union.

Specifically, these actions include updating travel policies, promoting healthy hygiene habits, and encouraging the use of remote access to our services. We urge our members and our employees to avoid in-person meetings whenever possible, as we have the tools necessary to arrange for virtual meetings (via phone, email, text etc.). We also encourage those in high risk categories to avoid visits to our office. Our employees are being told to wash their hands frequently, maintain the greatest possible distance from individuals who appear to be sick, and stay home if they think they may be sick.

Members can help by using the following remote services:

- **Home Banking** – Most transaction can be done by using this product. This includes funds transfers and bill pay.
- **Credit Union Drop Box** – If you need to make a simple deposit or loan payment just drop it in the box. If it is urgent to have access to the funds, call or text our Member Services department (during regular business hours) and ask them to retrieve your item from the box.
- **Online Loan Application** – Located in Home Banking and on our web page under the Loan tab.
- **Remote Capture** – Call Member Service to sign up.
- **United States Mail** – The USPS will pick up envelopes from your mailbox at home.

Don't forget we are here for you, if you need assistance with anything call the office and a staff member will be happy to help.

The coming days and weeks may be challenging, but Countryside FCU is ready and willing to make the decisions that will provide for a safe environment to conduct member business. We will also do our best to keep you informed as things change. I look forward to the time when these "Social Distancing" policies are discontinued and we can do business as it was meant to be, face to face.

Thank you for your membership, cooperation, and continued confidence in Countryside FCU,

Ben Gasser, President/CEO

Countryside FCU