



IMPORTANT COVID-19 VIRUS MESSAGE

Dear Valued Manatee Community Federal Credit Union Member,

In light of recent developments, I would like to update our valuable members on the steps we are taking in response to the COVID-19 virus to continue to serve your banking needs while keeping our members and staff safe. The Federal Government, State Government, and Manatee County have **ALL** recently declared a **State of Emergency** due to the rapidly expanding COVID-19 Virus.

Our first thought is for the safety and well-being of members and staff impacted by these difficult circumstances." **In these unprecedented times, it is important that we come together to support all those impacted.**" Dr. Jennifer Bencie, county health officer for the Department of Health in Manatee County, stated, **"Our goal is to work with the health care system to try and keep the spike down to try and control it. (The coronavirus) is different than anything in our lifetimes because of the widespread nature of it,"** she said. **"It will continue to spread if we don't take appropriate precautions, whether they be limiting international travel or the basics of social distancing."**

MCFCU recognizes that COVID-19 is now a tangible threat to the health and welfare of members, friends, staff, and loved ones. At the same time, we are navigating new and uncharted territory, which means we must be proactive. In line with this, we are working carefully to respond in harmony with the recommendations set forth by our government, national and local healthcare professionals.

In order to mitigate the financial challenges and health risks that this virus is presenting the credit union will implement the following measures **effective Wednesday, March 18, 2020:**

- 1) Members who are current on their auto and signature loans will be able to take advantage of [Skip A Pay](#) to offset any financial challenges that a disruption in income might cause.
- 2) The Drive-Thru will stay open for your convenience during [normal business hours](#).
- 3) The lobby will be closed to prevent the further transmission of the COVID-19 virus.
- 4) Members will be able to access services through a variety of remote means and Member Service Reps will be available to assist you.
 - Office hours will remain the same for members' concerns via the telephone (941-748-7704), [Bold Chat](#), and/or [email](#).
 - Over 100 Fee FREE local ATMs. [Click here](#) to locate one near you.
 - Deposit Checks, Apply for Loans, Transfer Money, and Pay Bills with our [online](#) and [Mobility](#) Services
 - Financial Counseling to help you manage your budget through [BALANCE](#)

Rest assured we are prepared to ensure that your ability to access funds and conduct banking transactions will not be disrupted. We are diligently monitoring official channels and guidelines to ensure we are taking the right steps to serve your financial needs while keeping you and staff safe. Your patience and understanding are truly appreciated during this crisis. We must all work together to get through this.

Sherod A. Halliburton
President/CEO, Manatee Community Federal Credit Union