



**Dear**

Concerns related to the COVID-19 have appropriately generated significant public attention and changes in guidelines prescribed by government and health officials. At Credit Union of Southern California (CU SoCal), we continue to follow guidance from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), government agencies, and local health authorities. We also understand the impact and uncertainty COVID-19 is creating in the communities we serve, and are here to support you. We are committed to protecting your best interests and ensuring you have access to the financial resources and services you need throughout this rapidly changing situation.

### **Services and Account Access**

At this time, all branches remain open; however, effective Monday, March 23, our hours will change to Monday-Friday, 9 a.m.-5 p.m. We are also committed to keeping our ATMs full to serve your cash needs. For those visiting a branch, please note that a number of precautionary measures have been taken to ensure the health and safety of our Members and team. For example, we are exercising social distancing, which may mean limiting the number of Members in our lobby at one time, we've increased our cleaning procedures on high-touch surfaces, have made hand sanitizer readily available, and are actively promoting best practices recommended by the CDC in all branches and credit union offices.

However, for your personal well-being and safety, we strongly encourage you to use one of CU SoCal's digital tools for self-service banking and 24/7 access during this time of heightened health concerns. You can access your accounts online or by using CU SoCal's Mobile app at your convenience. With these tools, you can make payments, view transactions, check balances, find an ATM, deposit checks, and more.

If you haven't enrolled in online access, it only takes a few minutes. You may view our step-by-step guide [here](#) for detailed instructions.

You may also download CU SoCal's free mobile banking app for your Apple® or Android™ device at your favorite app store.



**Financial Hardship Aid**

CU SoCal also understands that some Members may find themselves facing financial hardship due to the COVID-19. We're here to help. We have special products and services in place, including an emergency loan and loan payment deferment options. We encourage Members who may be impacted to reach out to discuss how we might be of assistance. Please call us toll-free at 866 CU SoCal (866.287.6225), Monday through Friday 9 a.m.-6 p.m., and Saturday 9 a.m.-1 p.m.

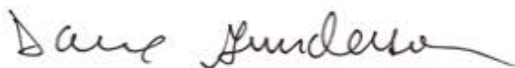
### Cyber Safety Reminders

Cyber criminals are sophisticated and may use "phishing" emails or text messages to trick you into submitting personal information online. Their messages may look like they are from a company you know or trust. As a reminder, CU SoCal will never request your password, Member number, Social Security number, account number or any other personal information by email or text. In addition, we will never ask you to verify transactions, file a fraud report or any other such activity via email.

As circumstances continue to develop, our top priority is acting in the best interests of our Members, team, and the communities we serve. Please visit [CUSoCal.org/Coronavirus](https://CUSoCal.org/Coronavirus) to find the most current information, including any changes or service interruptions that may affect Members.

As we navigate through this escalating health crisis, rest assured your credit union remains safe, sound, and secure. We are here to serve you so you can focus on what matters most—your health, safety, and welfare.

Sincerely,



Dave Gunderson  
President/CEO

