



Dear valued Member:

In the midst of the COVID-19 outbreak and the uncertainty it brings, at Credit Union of Southern California (CU SoCal) we believe it's more important than ever to provide Members with as much flexibility as possible to help reduce financial stress and provide some peace of mind.

To that end, effective Tuesday, March 24, CU SoCal is temporarily suspending the following fees.

Waived Fees

- **Account-to-account transfer fee**—usually charged when we transfer money from one of your CU SoCal accounts to cover an overdraft incurred on another CU SoCal account due to insufficient funds.
- **Holiday and/or Summer Savers early withdrawal fee**—usually charged when you withdraw funds outside of the scheduled withdrawal period.
- **Certificate early withdrawal penalty fee**—usually charged when you withdraw funds prior to the certificate maturity date.

We're Here For You

Our commitment to you remains steadfast and as the COVID-19 situation evolves, we'll continue to assess ways we can further assist our Members. If you have been financially impacted and would like to speak to a team member regarding additional ways we might help, we encourage you to 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. We also encourage you to visit CUsoCal.org/Coronavirus for updates regarding this evolving health crisis and its impact on credit union services.

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

Sincerely,

A handwritten signature in black ink that reads "Dave Gunderson".

Dave Gunderson
President/CEO



