



Dear valued Member:

As the COVID-19 landscape continues to change, we want to assure you that Credit Union of Southern California (CU SoCal) is committed to protecting the health and safety of our staff, Members, and their families—while ensuring we remain available to serve your banking needs.

To deliver on this commitment, we have taken additional measures in our branches to minimize exposure and prevent unnecessary risk.

**Reminder: Temporary Branch Hours—In Effect as of Monday, March 23**

- Branch hours have been temporarily changed to Monday-Friday, 9 a.m. to 5 p.m.
- Saturday branch hours have been temporarily suspended.

In addition, we will continue to limit the number of Members in branches at any one time. This controlled access model allows us to manage social distancing, while still giving you access to the branch.

**Temporary Branch Closures—Last Day of Service Friday, March 27**

- **The Alhambra and Laguna Niguel branches will temporarily close.** These two branches are located in Preferred Partner buildings which have always had limited access and are in locations where employees are now working from home. Please note that the Alhambra branch does not have Friday hours; therefore, the last day of service at that location will be Thursday, March 26.
- **The Orange and Pico Rivera branches will temporarily close.** Due to the size and configuration inhibiting us to effectively observe the social distancing requirements, as well as a significant decrease in transactions at these locations, we will temporarily close these sites and reassign our team members to busier branches to better serve you.

To find an alternative branch near you, please visit [CUsoCal.org/Access/Branches-and-ATMs](https://CUsoCal.org/Access/Branches-and-ATMs). Please also note that we will update you as soon as we are able to restore access to all of our locations and resume full-service hours.

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.

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- 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.



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.

Rest assured your credit union remains safe, sound, and secure. As we navigate through this escalating health crisis, 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

