



## Message from Board of Directors

Just like most of you, we have been closely monitoring the impact of COVID-19 in our community and around the nation. We have been actively monitoring local and national news, following guidance from the San Bernardino County Department of Public Health and the CDC. We recognize that there may be questions and concerns surrounding the virus and we are committed to addressing the challenges that might impact our members in the community. Our role is to be here for you, especially during these difficult times and wanted to take this opportunity to share our plans.

### **Senior Citizens, Disabled Members, and First Responders:**

We have decided to prioritize business hours to serve our senior citizens, disabled members, and first responders with early access to the credit union. Priority hours will allow our most vulnerable and most needed members to come in before we open. **Priority hours: M-F from 8:15-9 am.**

### **Social distancing:**

We have decided to limit the number of members/guests inside the lobby. This step is to adhere to the guidance of limiting the size of people gathering. Upon entering, members/guests will be greeted by a staff member who will guide members to the line, which is spaced apart to provide enough distance between those waiting to be served.

### **Modified hours:**

We have decided to change the hours until the end of March temporarily. We feel this is important to restrict business hours to curb the spread as best as possible while providing staff time to clean the office before leaving.

**Temporary hours: Monday-Thursday 9-3 and Friday 9-5.**

### **Digital tools to empower our members:**

We have decided to provide remote deposit capture for free to all members. Remote deposit will enable you to deposit any check via a smartphone to your account in the comfort of your home. Please call the office to learn more about other digital products and services that we offer.

### **Hardship:**

If you are facing financial difficulties, please [contact](#) our [Loan Department](#) at your earliest convenience to see if we can [help](#).

### **Reassurance for Members:**

Rest assured that your deposit accounts are safe, sound, and accessible during a time like this. Although the COVID-19 emergency is unprecedented in our lifetime, the credit union will remain committed to serving you. Our staff is ready to guide you through these unsettling times. We will continue to take steps to ensure the health and well-being of our staff and our members. Please know that these precautions will not impact your ability to access your money or perform banking activities.

If you have questions, please [contact](#) the office at 909-889-0838

Thank you for your patience and understanding during this difficult time. We will continuously monitor the events and will update you as needed.

Sincerely,  
1st Valley Board of Directors

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