The Safety and Health of Our Members, Staff, and Community!

CFCU remains committed to the safety of our members, staff, and community. As the Centers for Disease Control and Prevention (CDC) continues to study the spread and effects of COVID-19 and update their guidelines, we take immediate action to mirror those guidelines as well as our area Health Departments Regulations within our organization.

We love serving our members in person; however, in an effort to prioritize the health of everyone we closed our branch lobbies on March 18th. We continue to serve our members by drive-thrus, our call center, and Digital Banking. Appointments to meet in our lobbies can be made upon request and approval.

If you visit our drive-thrus or ATMs, know that we disinfect our drive-thru canisters after every use and frequently disinfect our drive-thru keypads and ATMs throughout the day.
If you have or make an in-person appointment, know that we are also taking measures for those visits. Our facilities are regularly cleaned, cloth face coverings are being worn (due to latest guidelines), and verification of the health and exposure of both our employees and members are being completed prior to any in person appointments.

By following these important guidelines, we are supporting our members and the community by limiting the spread of COVID-19. We want to again express our appreciation for your patience, kindness, and membership.

Sincerely,

Lisa Whitaker
President & CEO

We’re Here to Help!

We know that many of our members may experience financial hardships due to COVID-19 and we are here to help. CFCU was founded on “people helping people” and we continue to practice this every day.

LEARN MORE about how we can assist you with the following:

- Mortgages or Home Equity Loans – Application for assistance available.
- Fee Reversal Requests – On overdraft fees and credit card late payment fees for those who can demonstrate financial hardship due to COVID-19.
• **Waived Fees** – On phone transfer, loan payments by card or ACH, Cash Advances over the phone or online.
  
• **Skip-a-Pay Program** – Expanded eligibility requirements and fee waived.

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**Drive-thru Expanded Services:**

- Loan and Credit Card Payments
- Official Checks
- Instant issue of lost, stolen or new credit and debit cards

**Drive-thru Hours:**

- 9:00am – 5:30pm Weekdays
- 8:30am – 1:30pm Saturdays

**Night Depositories**

- Available at all locations except Ithaca College, Cornell, and Borg Warner branches

**Contact Member Solutions:**

- 607-257-8500 or 800-428-8340
- contactus@myfcu.com

**Member Solutions Hours:**

- 8:00am – 5:30pm Weekdays
- 9:00am – 1:00pm Saturdays

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**Digital Services**

We encourage all members to do as much banking as possible through our Digital Banking services. You can sign in on your home computer or download the app on your phone or tablet. With CFCU’s Digital Banking, you can make check deposits, manage accounts, transfer money between your accounts or to others, and pay bills. If you need help navigating these services, please call or email member solutions.

[Learn more](#) about CFCU Digital Services.

[Download on the App Store](#) | [Get it on Google Play](#)
Learn more about the Coronavirus (COVID-19) and prevention at the CDC’s website.

CFCU is Federally insured by the NCUA. Learn more about share insurance.

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