

Wednesday, March 18, 2020

## A Message for our Members

We care deeply about the health and safety of our members, our staff and the communities that we serve. We continue to follow developments on the coronavirus (COVID-19) and the direction recently given by Governor Janet Mills. Therefore, we are taking additional actions to comply with the state recommendations, while ensuring that we are able to continue to serve our members in the most effective, yet safe, manner.

**In response to developments on the coronavirus (COVID-19), beginning Wednesday, March 18, 2020, all transactions will be conducted in the Drive-Thru until future notice.**

Our branch lobbies will be temporarily limited to the following transactions **by appointment only**:

- Home equity and mortgage loan closings
- Business loan closings and business coin deposit transactions
- Wire transfers
- Fraud or other sensitive account issues
- Safe deposit box access (VAN BUREN branch only)

To schedule an appointment, please call us at 1-800-804-7555 or by email: [nfcu@norstatefcu.org](mailto:nfcu@norstatefcu.org).

The temporary lobby restrictions will be effective until further notice as directed by our national, state and local health authorities.

We strongly encourage you to use NorState's digital tools for convenient, anytime banking. You can access your accounts 24/7 with ONLINE BANKING or by using the NorState MOBILE APP. With these digital services, you can make payments, view transactions, check balances, find an ATM, transfer funds and more. It only takes a few minutes to enroll. Start today!

The most important thing we can do in this difficult time is to choose to take care of one another. We understand that our members may find themselves facing financial difficulties and uncertainty. NorState is here to help. We encourage any member who has been impacted to reach out to us to discuss how we can be of assistance. Please also be aware of Coronavirus scams to protect yourself against potential fraud. **Should you have questions or find yourself in a financial hardship, PLEASE contact us.**

We will continue to monitor this quickly evolving situation and will be here to help if you need us. Visit [norstatefcu.org/resources/press-releases](http://norstatefcu.org/resources/press-releases) for the latest credit union updates. If you have questions on COVID-19, visit the [cdc.gov](http://cdc.gov).

Thank you for being a valued NorState Federal Credit Union member.

Sincerely,



Susan G. Whitehead, CCUE  
President/CEO NorState Federal Credit Union