

Century Connection

APRIL 2020



A Message to our Members Regarding the Coronavirus Outbreak

Normally we use our newsletter to promote a car loan special or a new service; but that doesn't seem important in these serious times. Rather we would like to take this space to let you know what we are doing to protect the health and well-being of our members and our staff during this outbreak of the Coronavirus.

As we continue to monitor the situation with guidance from public health officials and government agencies, we are committed to being responsive to our members financial needs. Some of the measures we have already employed are:

- Cleaning and sanitizing both locations on a regular basis.
- All employees have been instructed to practice the CDC methods of good hygiene.
- Employees that are able to, are working from home.
- We are monitoring employee travel and have suspended all other business travel.
- Effective Saturday, March 21, we restricted all lobby transactions, these will now be directed through our drive-thru lanes only. Other lobby matters will be scheduled by appointment only.

Managing your Money Remotely

During this time, we would like to encourage you to take advantage of our on-line and mobile services. These services can be set up on-line by following instructions (on the reverse side) or by calling us anytime at 314-544-1818.

- Home CU is our home banking service which allows you to see balances, transfer funds, make payments, see check copies, and pay bills anytime.
- Mobile banking is also available to perform the same services listed above conveniently from your cell phone. Just download the app.
- Make deposits by using our Mobile Deposit service which is available in the app.
- You always have access to cash from our ATMs and 30,000+ surcharge free ATMs in the CO-OP network all across the country. Our website has a link to locate a site near you.
- Most of your loans can be done on-line and closed with an E-signature so you never have to come in. Once you have signed, we will deposit funds to your account.

We will be here and ready to help

Century Credit Union is well capitalized and in the Top 100 healthiest credit unions in the country. Your accounts are insured up to \$250,000 by the NCUA. We have the ability to withstand this type of volatility and continue to meet all of your loan and deposit needs. Please know that we are prepared to assist our members who may encounter financial hardship from the Coronavirus outbreak.

Our Skip-a-Pay form, which usually allows you to skip your payment due in July or December; will now be available to use in April, May, or June. We have also waived the fee!

Please call us with any questions you may have. Stay safe, avoid the scams that are surfacing with this, and be healthy. We will all get through this together!

Sincerely,

Bob Eike
Century Credit Union President