



1157 Harrison Avenue
Harrison, Ohio 45030
(513)202-1306 www.whitewaterccu.org

March 13, 2020

There has been an increase in questions, concerns, and news about COVID-19 coronavirus and how communities and local businesses or organizations should prepare for the possibility of the virus progressing. As such, we wanted to reach out to assure you that we are aware and mindful of the situation.

Whitewater Community Credit Union is dedicated to the safety, security, and well-being of our members and staff. We are currently following the guidance and recommendations of trusted health officials and federal agencies including the Center for Disease Control. We will continue to closely monitor COVID-19 and would like to assure that you will continue to have access to your accounts now and in the event of the virus progressing.

While we are taking measures to proactively maintain a sanitized lobby and public spaces to protect the well-being of our members and staff, we would also like to encourage you to take advantage of our other financial tools and resources. By utilizing our Online Banking or Mobile App, you have easy access to your accounts. We will also have bill pay starting Monday, 3/16/20.

At this point there are no changes to our hours or how you will conduct your banking. If we see the need to close the lobby in the future, all three drive thru lanes will remain open and business will be "as usual". We also have the ability to have all of loan documents signed electronically, eliminating the need to come in to the office in person.

While it is impossible for anyone to predict the spread of COVID-19 and fully determine its impact on our day-to-day lives, the virus does not affect our focus to serve our members and communities.