

COVID-19 Update - New Branch Hours Effective Tuesday, March 24, 2020

Dear Members:

The health and well-being of our members and our employees continues to be our top priority here at Common Trust Federal Credit Union. I would like to provide an update on our operations:

The CDC, the Commonwealth of Massachusetts and the US government all have been very clear in their appeal to social distancing and to avoid contact. We are doing our part to heed the plea and the credit union will do everything possible to help flatten the curve and stop the spread of COVID-19. This morning Governor Baker issued a Stay-At-Home Advisory therefore, we are temporarily adjusting how we service your credit union needs.

Effective Tuesday, March 24, the hours and availability of our branches will be as follows:

Our Woburn office hours have changed, **Monday – Friday from 9 am – 1 pm**. Also, Face to face interactions and loan signing will be **BY APPOINTMENT ONLY** and **MUST be pre-arranged** ahead of time by calling 781-933-2600. We will be closed on Saturday and Sunday.

Visit our website <https://www.commontrustfcu.org/> for up to date information.

Please remember; you do not have to physically come to our credit union office to conduct your normal banking. We have many services and resources available for you to bank remotely:

- Credit and Debit Cards will allow you to complete transactions without needing cash
- Online applications will allow you to apply for loans or new accounts
- Common Trust FCU is part of the CO-OP and SUM Atm Networks
- Online Banking will allow you 24/7 account access to check balances, transfer money, make loan and credit card payments, pay bills and receive e-statements
- Mobile Banking and Remote Deposit Capture for CHECK deposits, are processed at regular intervals throughout the day.
- CardNav and MyMobileMoney will help you protect your credit and debit cards by turning your card off when you're not using it.

If you do not have a CTFCU debit card, now is the time to get one. Please call Member Services at 781-933-2600.

It is important to remember that there is no safer place to have your money right now than this credit union. Your money is safe, secure and federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government National Credit Union Administration, a U.S. Government Agency. Common Trust deposits are also now insured by MSIC insurance. MSIC now fully insures excess shares and deposits above the federal insurance limit of \$250,000 at Common Trust Federal Credit Union. MSIC fully insures, without limits, excess shares and deposits that exceed NCUSIF coverage. In other words, deposits of members of Common Trust Federal Credit Union are now insured in full. Excess Deposit Insurance provides safety, simplicity and convenience to depositors, at no direct cost to the individual credit union member.

Please be aware: Scammers are taking advantage of fears surrounding the Coronavirus. Please visit www.ftc.gov to learn more.

Our intent is to allow access to the credit union, if we can. However, as information is changing on an hourly basis, we will do what is needed to protect the health and safety of our members and our employees.

I thank you for being a member of the credit union, today and in the future, and we appreciate your understanding and support during this challenging time.

We wish all our members good health in the days to come.

Sincerely,

James M. McCorkle
President and Chief Executive Officer

Contact Information

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Website: www.commontrustfcu.org