**CREDIT UNION COVID-19 RE-OPENING STATEMENT:
*(WITH LIMITED OR CHANGED OPERATIONS)***

Dear [CU NAME] Members,

We are excited to announce the reopening of our lobbies beginning [DATE]. As we maneuver our way “back to normal,” will be putting protective measures in place to better ensure the safety and continued well-being of our members and staff. In preparation, we’ve made some changes to our service hours and lobbies that you’ll notice: [SPECIFY ALL APPLIED CHANGES TO NORMAL PRACTICES]

* + Operational Examples:
		- **Limited hours &** **appointment only services** – To limit physical interaction, our lobby hours will be reduced to [HOURS], and [LIST OF APPOINTMENT ONLY SERVICES] will be by appointment only.
		- **Curbside service** – Our staff is ready to help you with your financial needs from the comfort of your car.
		- **Sneeze guards in place** – Sneeze guards have been installed at each teller station for the protection of our employees and members.
		- **Face masks provided to members upon entrance** – Members entering the branch will be asked to wear face masks provided by our staff.
		- **Daily employee wellness checks-Employees required to wear face masks** – Our employees will be required to take their temperature before each shift and report to their manager if they are having any symptoms.
	+ Physical Examples:
		- **Limited teller stations** – There will be [NUMBER] tellers available to allow for proper social distancing.
		- **Removing complimentary beverages and furniture**– Reducing the amount of shared spaces helps to decrease possible germ spreading on common surfaces.
		- **Hand sanitizing stations and disinfectants throughout the premises for both employees and customers** – Sanitation materials will be readily available for all employees and members
		- **Tape marks on the floor to guide social distancing** – Instructional paths will be marked on the floor to ensure that all those in the lobby remain six feet apart at all times.
		- **Limiting number of members in the lobby at one time** – We will be allowing [NUMBER] of members in our lobby at one time to allow for proper social distancing

For everyone's safety, we ask that you continue to use alternative channels ([ADD YOURS: online banking, ATM, night deposit drop, or curbside service, etc.]) as much as possible.

We will be practicing safe social distancing measures, and ask all staff and members to practice the following when in one of our locations.

* [INSERT CREDIT UNION’S SAFETY PRECAUTIONS]
	+ **Clean hands often** – Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
	+ **Avoid close contact & maintain personal space** – Please maintain social distance in our facilities by allowing 6 feet of space between yourself and others. *Please no hugs or other exchanges that could jeopardize our collective health.*
	+ **Cover coughs & sneezes** – Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and wash your hands.
	+ **Wear a mask** – While facemasks are not mandatory, you should strongly consider using face coverings while in public, and particularly when using mass transit.
	+ **Clean & disinfect** – We will continue to follow proper cleaning protocol of our facilities, ATMs, electronics and soft surfaces.
	+ **Stay home when ill** – Please stay home if you are feeling ill and use our alternative channels instead.

**ALTERNATIVE SERVICES**

If you have not yet, we encourage you to get to know our alternative services and continue to use our low-contact options. Should you feel ill, we ask that you remain home and conduct your financial business virtually until you feel well again. As a reminder, you can access your accounts in the following alternative ways:

**[SERVICE OPTION #1]**[SERVICE DETAILS]

**[SERVICE OPTION #2]**[SERVICE DETAILS]

We’re committed to continuing to serve our members and our communities as we cautiously transition back to business as usual. Please remember we are here for you. If you are experiencing financial stress from COVID-19 factors, we have many ways to help you. That is the Credit Union Difference after all! Please do not hesitate to reach out to [NAME] with any questions or concerns via [EMAIL] and/or [PHONE #].

We sincerely thank you for your patience and understanding. We’re looking forward to seeing everyone soon. We will get through this together!