

Coosa Valley Credit Union

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A message from our CEO

May 1, 2020

Following Governor Kemp's recent announcements regarding guidance for business re-openings, we'd like to share our current plans to resume normal business operations at Coosa Valley Credit Union. We currently plan that all Coosa Valley Credit Union branch office lobbies will open and serve members in a limited capacity beginning Monday, May 18. Until that time, we will continue offering expanded drive thru services, as well as curbside and appointment services.

We feel continuing to keep our lobbies closed until May 18 is the best way to protect both our employees and our members, while still meeting the financial needs of our members. While this is our plan at this time, we will continue to carefully evaluate guidance from public health officials and the trend with COVID-19 cases in our communities. Should our current plan change before our target re-opening date of May 18, we will provide updates on our website and social media pages.

The health and well-being of our members and employees remains a top priority as we continue to practice appropriate social distancing measures. Even after we open our lobbies, we still encourage members to use the drive thru whenever possible, and will offer expanded services that are not normally offered through our drive thru. In addition, we are taking the following steps to ensure the safety of our members and employees when inside our lobbies:

- Once lobbies are opened, only five members will be allowed inside at one time.
- Plexiglass shields have been installed in each teller window and member service desk.
- Appropriate social distancing floor markers have been installed to ensure everyone remains 6' apart. This includes in our lobby waiting areas, teller lines and member service offices.
- All of our employees will be required to wear masks.
- Restrooms will be closed the public.
- Additional cleaning and fogging will be done nightly, above and beyond normal cleaning procedures.

We encourage members to use remote services whenever possible. Our contact center stands ready to help with most any financial need during regular business hours, and our online services and audio response systems are available 24/7 for routine transactions and account maintenance.

Thank you for placing your trust in us; it is our pleasure to serve you.

Sincerely,

Andy F. Harris
President/CEO