



Dear Valued Member,

At Coosa Valley Credit Union, our members are like family. We've been focused on doing all the things we need to do in order to keep our families and credit union safe and healthy.

Due to the Coronavirus Disease (COVID-19), we have activated our preparedness plan and we continue to monitor this rapidly evolving situation. We are following the guidance from federal, state and local agencies, including the CDC and other health organizations.

**Here are the steps we're taking to protect our members and staff:**

***For Our Members***

We encourage our Members to follow the [CDC's suggested hygiene practices](#) to reduce the spread of the virus.

We recommend that our members prepare in the event if one or more of our branches have to close for cleaning. While we are currently open and operating all branch locations, we feel it is best to be prepared should one or more need to close due to this virus.

*We encourage all members who are not enrolled in the following services to enroll now:*

- Online/Mobile Banking – See a member specialist to enroll in order to access account transfers, transaction history, stop payments, and more.
- Online Bill Pay – Free Online Bill Pay is set up through online banking and may be used to schedule payments to companies and individuals. You may send payments electronically or by check to pay bills one-time or on a recurring basis.
- E-Statements – Allows members to view current & past statements.
- ATM/Debit Cards – Be sure to have an active debit card with a PIN # that you may use to make purchases, online orders and use to withdraw cash at any ATM. Visit any branch location to get an instant issued card that you may activate immediately using the 4 digit PIN of your choice.
- Night Drop Deposits – All of our branch locations have Night Drop Boxes.

These remote banking services will help you manage your finances during any interruption in regular, in-person services, if that should occur. Please [visit our website](#) to learn more about how to enroll in these services. Call us at 706-235-8551 or visit any [branch location](#).

***In Our Branches***

- We have increased cleaning in commonly used areas, including teller windows, member service desks, check desks and signature pads.

- We are sanitizing restrooms more frequently and restocking with supplies, including soap, paper towels and hand sanitizer.
- We have added extra hand sanitizer at teller stations and other lobby and office locations.
- We are wiping down frequently-touched surfaces, such as teller counters and desks.

***For Our Staff***

- We are encouraging our employees to closely monitor their health and well-being.
- We are providing hand sanitizer and tissues in breakrooms and meeting rooms.
- We are asking our staff to stay home if they or someone in their household are sick.

In everything we do, we are guided by our values and our Purpose: To Help People in Our Hometown Live Better Financial Lives. We strive to make decisions that balance the safety of our employees with our commitments to our members and communities. And above all else, we'll be here for our communities when they need us most.

Thank you for being a part of our family.

Andy F. Harris  
President/CEO