



March 19, 2020

During this uncertain time, it is our highest priority to ensure the health and safety of our members and employees, which is why we have made the difficult decision to limit in-branch interactions temporarily to appointments only. Effective Thursday, March 19, 2020, all Chiphone FCU branch lobbies will be closed until further notice.

Drive-Thru and ATMs will remain open and operational at all locations.

Should you need to speak with someone in person, we ask that you contact your local branch. As the impact of Coronavirus (COVID-19) continues to grow, Chiphone FCU remains dedicated to serving our members. We understand the importance of providing secure and convenient access to your funds and the tools to manage your financial matters. To assist in the maintenance of your account, all financial products and services will still be available.

What You Can Do

We encourage you to take advantage of our digital and remote services as much as possible. If you have not enrolled in online banking or mobile banking, contact us at (574) 294-3606. Remember, you must be enrolled in IT'S ME 247 online banking to enroll and sign in to the mobile App.

- **Online Banking and Mobile Banking** – The majority of your everyday banking needs can be managed with these tools, including *loan payment options and Bill payments.
- **Online loan applications** – Apply for any consumer and home loan.
- **ATM Network** – In addition to Chiphone FCU owned ATMs, to find a shared Branching Outlet near you, go to www.co-opsharedbranch.org.
- **Secure Messaging** – You can send us a secure message through Online or Mobile banking as well as directly to info@chiphone.org.
- **Telephone Banking** – Utilize CUTalk to maintain your account. Contact a credit union representative or call (844) 606-2326 to enroll. Press 0 for instructions.

Remember, Chiphone FCU has plans in place to ensure business continuity. Please continue to reach out for assistance in obtaining your 2020 financial goals. We're here to help.

* Loan Payments options using your Credit or Debit Card. Our phone payment fee of \$5.00 will be waived until further notice.

