



Dear valued members and guests,

**Your Safety is Our Priority!**

As we gradually work toward reopening all Chiphone branch lobbies, please note our top priority is the safety of our employees, members and guests.

Under guidance from our state government, the Centers for Disease Control and Prevention (CDC) and public health officials, we are committed to providing a healthy lobby environment.

We will accomplish this by putting the following safeguards in place:



**MODIFIED LOBBY HOURS OF OPERATION:**

- 9:00 – 12:00 P.M. and 2:00 – 5:00 P.M. (Monday – Friday)
- 10:00 – 12:00 P.M. (Saturday)
- Drive-Through lanes will remain open and operational (Normal Hours)

**MEMBER/GUEST LIMITS INSIDE BRANCH:**

- Number of members/guests inside any branch will be determined by branch size.
- Monitored by branch staff.

**SOCIAL DISTANCING AND HAND SANITIZER:**

- In alignment with CDC guidelines – Floor signs will be placed six (6) ft. apart to adhere to the social distancing requirements.
- Hand sanitizer will be provided for use before and after transaction(s).

**CLEANING AND DISINFECTING:**

- All branch lobbies will be regularly deep cleaned and disinfected.
- All work areas will be disinfected after every physical interaction with a member or guest.
- During our hours of non-operation, all surfaces will be cleaned and disinfected.

**FACIAL MASK RECOMMENDED WHILE INSIDE BRANCH:**

- May be asked to briefly remove mask for Identification purposes!

**MEMBER SERVICE ASSISTANCE – BY APPOINTMENT ONLY!**

- Should you require the assistance of a member service representative, we ask that you schedule an appointment.

In these challenging times please be assured we are committed to providing you with the service you are accustomed to receiving. We are honored you have chosen Chiphone as your financial institution and we certainly appreciate your patience as we assist each and everyone with their financial affairs.

*More information will follow as we align our reopening phase with state mandates and guidelines.*

**WE WILL BEAT THIS TOGETHER!**