

HARMONY FEDERAL CREDIT UNION'S RESPONSE TO COVID-19

Because both the financial and physical health of our members and staff are of vital importance to the board and management of Harmony Federal Credit Union, we have developed a preparedness plan and in light of the developing and evolving COVID-19 (Coronavirus) we want to take this opportunity to update you with the steps we are taking to insure your safety.

First rest assured that your funds are safe and secure and are federally insured by the National Credit Union Administration (NCUA).

MEMBER ONLINE AND IN OFFICE ACCESS

Over the last few years Harmony FCU has enhanced the ability for our members to have remote access to their accounts through Online and Mobile banking, bill pay services including but not limited to P2P ability, as well as our new ATM located in our drive through. We also have a drop box located in the drive through as well as CU Phone allowing access to accounts by telephone. Contact a Member Specialist if you need assistance in signing up for one of these products.

These online enhancements allow our members to conduct most of their business needs without entering the credit union. At this time, we are asking our members to utilize these avenues as much as possible to conduct their financial business as opposed to entering the credit union lobby. For those members who need to come into the building we are increasing our janitorial and disinfecting procedures.

We will be closely monitoring this situation and are prepared to follow guidance from federal, state and local agencies, such as Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

With this in mind we ask our members to be aware that if necessary, the board and management may make the decision to limit access to the credit union through the drive-up facilities only.

STAFF MEMBERS

Our staff members are updated on preventing the spread of disease.

Their health and wellbeing are closely monitored, they are asked to stay home if they or someone in their household are sick. We provide hand sanitizer and tissues for their use.

We have suspended all non-essential business travel and attendance at public meetings.

FRAUD AWARENESS

It is unfortunate that at times like this there are individuals who will use this as an opportunity to expand their criminal activities. Please remember the Credit Union will never contact you by phone, mail, or email asking for your account number, card number, social security number or any other personal information.

Please feel free to contact us with any questions or concerns that you may have at (970) 242-3100 or (844) 544-5418 and memberservices@harmonyfcu.org.

FROM ALL CREDIT UNION BOARD, MANAGEMENT, AND STAFF – BE WELL.