



We're here for you.



COVID-19 Updates: Keeping you informed about the steps we are taking to help keep our members, employees and community safe.

Dear County Federal Member,

At County Federal we take the government's order to stay home seriously. Under this order, as a financial institution, **we are a provider of essential services and are exempted from this order and will remain open to serve you.** Additionally, you are still permitted to travel to perform essential services like your banking. However, **beginning tomorrow, Wednesday, March 25th**, we will be implementing additional measures for the safety of our members and employees.

Our branches remain open with the following restrictions:

- **We will have limited staff in each branch.**
- **No more than 3 members may be served inside a branch at any time.**
- **Members are asked to maintain social distancing of a 6-foot safe distance while waiting for service at the branch (we have placed markings on the ground to help you with this safe distance).**

Our Contact Center remains open to serve you during our normal hours.

- Monday – Friday 8:00AM to 6:00PM and Saturday 9:30AM to 2:30PM.

Please call us at (800) 282-6212 or (408) 282-0700.

We are committed to providing you with the service level you expect from County Federal. It may take us a little longer than we would like and ask for your patience. Your uninterrupted access to credit union services, your safety and the safety of our employees remain our top priorities. You continue to have full access to your accounts, and we are happily accepting and processing your loan requests.

Easy online access available 24/7.

For easy access to your accounts at any time, use **County Federal Online Banking** or our **County Federal Mobile App** to check your account balances, make check deposits, transfer funds between accounts, pay bills and perform other routine banking transactions. If you are unfamiliar with our online banking services, a Contact Center Representative will be happy to walk you through the setup process and explain how to use these services. Please call us at (800) 282-6212 or (408) 282-0700.

When you need financial assistance, we are ready to help.

If you've been financially impacted by the pandemic and need help, County Federal offers a range of solutions. We are here to help members manage through temporary or extended periods of reduced or lost income. Please call (800) 282-6212 or (408) 282-0700 to speak to a Contact Center Representative.

Be aware of potential scams.

Scammers and cyber-criminals may try to take advantage of your concerns related to COVID-19. Watch out for emails, texts, posts or ads offering vaccines, products or medical tips in exchange



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for your information, money, or clicks. They may offer you fake products, medical advice, create fake charities, or compel you to click a fraudulent link to gain access to your device. As a reminder, County Federal will never ask you in an email or phone call for your password or account information.

[Click here to visit the Federal Trade Commission website to learn more about how you can avoid a scam.](#)

We continue to monitor this situation closely. Our goal is to inform you of any changes as quickly as possible through our website, social media channels and email communications.

I want to personally thank you for the trust you have placed in County Federal. We are committed to helping you through these uncertain times.

Stay safe and well,

Rebecca Reynolds Lytle

President & Chief Executive Officer