



## CORONAVIRUS UPDATED

TO: ALL LANECO FEDERAL CREDIT UNION MEMBERS

FROM: Loreen Ervin, Manager/CEO

March 17, 2020 1:00 p.m.

Dear Members:

We here at Laneco Federal Credit Union are closely monitoring the Coronavirus (COVID-19) as it changes and grows in seriousness throughout the states. We continue to follow the Centers of Disease Control (CDC) guidelines to help prevent the spread of the virus.

It is our goal to do all we can to assure our staff and members well-being and we will be calling on you, are members, to help us in that endeavor. **With that in mind I need to announce that we have closed access to our lobby effective today. We are still open and serving members needs but we are doing so at our drive-up window.**

If you need to visit us for something that cannot be done at the drive-up window, we ask that you call in advance to arrange a time to enter the building. We are limiting access to our back door (located at the exit of our drive-up lane). There is a door bell on the wall to the right of the door to ring for entry.

There are other options that can be utilized to handle many of your financial needs without a trip to the credit union. Please review the following options and utilize these whenever possible until we navigate thru this difficult time:

**Our Drive-Thru** – Please be patient and have your transactions ready. We are anticipating a larger volume of users with more complex transactions. If you need checks, money order or other items besides cash services we would ask that you try to call in advance so we can have your transactions ready.

**Online Banking** – Use this to make transfers and payments. You can pay bills, order checks and updated your personal information such as address, phone and email. If you need help gaining access to our Online Banking please don't hesitate to contact us here at the credit union.

**Mobile Banking** – Our Laneco Banking App is available for your Mobile Devices. To use our Mobile App you must first have an Online Banking Account. Once you have an Online Banking Account, there are links on our website and within online banking to download the App and begin use.

**ATM's** – You can use an ATM to get cash, make deposits, or do a balance inquiry. Co-Op ATM Locators (See our links page at [www.laneco.org](http://www.laneco.org) to find Co-op ATM's near you or download the Co-Op App to find locations on the fly.)

**Phone US** – We are here to help you, our members. Please again be patient since we do anticipate higher volumes of phone calls. Once again, for simple transactions or balance inquiries, try our Online or Mobile Banking.

If the economic fallout touches you, please remember to reach out to us as soon as possible. We will be doing everything possible to assist our membership thru this trying time.

Be safe and keep in touch with us so we can assist you with your needs.

Thank you all.

Loreen

