

Jan Stewart, Manager

Dear Valued Members,

During the evolving public health situation involving Coronavirus (COVID-19) outbreak, our main focus and priority is the health and well-being of our membership we serve and **ILA 1351 FCU** staff and most importantly uninterrupted service. We continue to devote the necessary time and resources to respond to this public health issue.

We will continue to monitor the situation and rely on credible information from the **Centers for Disease Control and Prevention (CDC)** and the **World Health Organization (WHO)**.

During this time, I wanted to personally let you know how we can serve you:

- Digital Banking: You can continue to use our online banking services 24 hours a day, seven days a week and lobby services Monday thru Friday 9:00am – 4:00pm.
- Credit & Debit Cards: Your debit and credit cards will continue to work as normal.
- Phone Support: Our Lobby service Team remain available during regular business hours for any of your loan and service needs. We're only a phone call away at 281-470-1813.

By email:

[aphelps@ila1351fcu.com](mailto:aphelps@ila1351fcu.com)

[emunoz@ila1351fcu.com](mailto:emunoz@ila1351fcu.com)

[dmaples@ila1351fcu.com](mailto:dmaples@ila1351fcu.com)

- Share Branches: Our Lobby remains open to serve you. Still we encourage you to use our digital and phone support options when possible to minimize human contact during this time. For the safety of our members and employees, we've enhanced our cleaning protocols, ensuring that counters, door handles, are sanitized more frequently and that employees are following guidance provided by public safety authorities (including **frequent handwashing** and social distancing).

You can [find your nearest share branch here.](#)

<https://co-opcreditunions.org/locator/?ref=co-opsharedbranch.org&sc=1>

Our branch will continue to take safety precautions as needed and monitor the situation and evaluate additional measures to support our membership and guest members. Through it all, we will actively communicate with you.

We thank you for your continued support and trust with your financial needs. Please do not hesitate to reach out if we can assist you.

Stay informed about current conditions and how to take practical steps to protect yourselves by visiting the CDC website at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Kind Regards,

**ILA 1351 Federal Credit Union**