From: **(Insert your credit union, CEO or CU member name)**

Subject Option 1: Still focused on serving you

Subject Option 2: Our focus is on your financial needs/stability/security during these uncertain times (this crisis)

Subject Option 3: Coronavirus COVID-19 Readiness (Update)

**(Insert your credit union logo or header here. Header graphics should be   
between 600-700 pixels wide, usually 100-200 pixels high.)**

Dear member,

**We are here to help you**

The leaders of (*your credit union name*) continue to monitor the latest updates regarding coronavirus disease (COVID-19). We want to reassure you that we’re here to help with any financial services you need during these difficult times. You can count on XXXXXXXXX to be there.

**Access to your money**

The safest and easiest way to access your money 24 hours a day during this outbreak is through our online banking services. If you do not have it on your mobile phone, now is a good time to download our app (*link to app*) or sign up for online access visit at our website (*link to website*). (*feel free to provide additional information about ATM and phone options)*

If you need to visit one of our branches (*provide details on hours*), our dedicated staff stands ready to help with any needs. While our lobbies are now closed, we encourage you to use the drive through or ATMs. Our branches and all other facilities are being fully sanitized and we are following the latest public health protocols and directives to keep our employees and members safe. (*Describe any additional steps you’ve taken if your branches are fully open*).

If you’ve been financially impacted by this pandemic, our staff is prepared to discuss your options and help guide you through these uncertain times. Now, more than ever, we are here to support members like you. (*feel free to describe any specific measure or programs you are now offering)*

**Protect yourself from cyber scams**

**It is important to note that if we reach out to you,** *we will NEVER ask for confidential information such as your name, password, personal identification number (PIN) or other account information.* You can review the Federal Trade Commission's advice for consumers to [protect yourself from scams](https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines).

**Promoting health and safety**

We at (*your credit union name*) are proud to be a part of your lives and are honored by the trust you place in us. We are not only thinking about your financial security, but your health as well. We are working diligently to ensure we are utilizing the best health practices during this pandemic and staying up to date on the latest protocols and recommendations from public health authorities. Our number one priority is protecting the health and safety of our employees who are here to serve you.

**We’re here if you need any additional assistance**

If you want to learn more about COVID-19, visit the [CDC's resource center](https://e.chase.com/T/v400000170d06f9e21a6791bf4bbcfb648/9227b33f757f4bce0000021ef3a0bcc7/9227b33f-757f-4bce-ad47-7d65a9c0369f?__dU__=v0G4RBKTXg2Gt2dz4tEDEgM0S7hb84hN7V&__F__=v0fUYvjHMDjRPMSh3tviDHXIoXcPxvDgUUCCPvXMWoX_0JoZLAZABQF-TLYC-MJcxLzp46yb_xANWvjZtYVlqRDGxMHDmMYUCiNQ--FVadeLT2OviS_jBKqrSEWejcKq6k2Mph2jubqrR6Z-t-OpOgnUTvzkYwJp7ZPuLohvcOTaf_JrzdV6m59hiCn59TaOaHxi38qTo1e0rA9lGB3MI0THIRabKXfFECI5uvfFzt1RBUfoijRegy6zzCEKk86tTzBVLA2FCRKyGik_4CIf_GxRdxNS1SpjNV_G4R1bQoh_4mNWT8-mQQFA==) or our state health department website (link to website for your state). Please take care of yourself and those around you and do not hesitate to contact us for any assistance. (*Provide link to your website or phone number information*)

Sincerely,

**(Insert your credit union, CEO or CU member name)**