



COVID-19 MEMBER BULLETIN

Please visit our [Member Information Center](#) for the latest COVID-19 member updates as we share developments with you in rapidly evolving circumstances.

Like you, we're closely monitoring coronavirus (COVID-19) developments, including evolving recommendations from local and national health authorities. The well-being of our members and team members remains our primary concern, and our hearts go out to those already impacted.

Please know that we are working diligently to meet your ongoing needs and avoid service disruptions while maintaining the safety of our team members and the greater community. With your awareness and help, we can do just that.

We ask for your cooperation and understanding as we strive to serve you while limiting the spread of the virus in our communities. Here's what you can do:

Take full advantage of free [online banking](#) and [mobile banking](#) for routine transactions, including transfers, payments, balance inquiries, and much more. Not yet enrolled? It's easy – [here's how](#).

Need to make a deposit?

- Use SELCO ATMs to deposit cash or checks.
- Use the mobile feature of our app to deposit checks.
- Set up automatic [direct deposit](#) of your paychecks through your employer.

Need to withdraw cash?

- Use any of [30,000 no-fee ATMs](#) in the CO-OP network.
- Request cash back with your transaction at point-of-sale terminals in grocery stores, convenience stores, etc.

Need personal help? As much as we love seeing you in person, right now we appreciate your understanding as we strive to preserve our workforce's health while serving you safely and with minimal wait times. Before coming into your local branch, please consider:

- Scheduling a phone appointment with a SELCO loan officer or branch representative using our [online scheduling tool](#).
- Phoning 800-445-4483 or [chatting](#) with our Service Center first. If they aren't able to provide resolution, they will direct you to visit a branch.

If you have a debit card, make sure you've activated it and created a PIN so it's ready to use. If you don't have a card, call us at 800-445-4483 or [chat with us](#) to request one.

While there are many uncertainties about how this situation will evolve, please know that any and all decisions will continue being made with the best interests of you, our team members, and our communities in mind. We will use selco.org/coronavirus, our social media channels, and email to keep you informed, and any changes to our services or hours will be posted promptly.

Thank you for your membership, and your assistance in limiting the spread of COVID-19.

Stay well.



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