



## COVID-19 MEMBER BULLETIN

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

With confirmed cases of COVID-19 throughout our service areas and escalating efforts to reduce community spread, SELCO is moving to digital, phone, and drive-up only services starting today, Wednesday, March 18.

**Please know: We're still here to serve you and committed to doing so safely.** At this time, that means we must close our branch lobbies and use other service channels to assist you. We are fully staffed on phones and in drive-up banking, but to avoid excessively long waits, we ask for your assistance.

### **Please make use of self-service options whenever possible.**

- Take full advantage of free [online](#) and [mobile](#) banking for routine transactions, including transfers, payments, balance inquiries, and much more. Not yet enrolled? It's easy – [here's how](#).
- Use our network of **30,000+ free ATMs** to deposit, withdraw, and transfer money.
- Use our **online scheduling tool** to make an appointment with a SELCO branch representative to access a safe deposit box or seek help with specialized branch services.
- Contact our **Loan Center at 800-445-4483** (option 1) to discuss a new or existing loan. If you're in a financial bind due to the pandemic, we can help. *We're finalizing a special COVID-19 financial assistance program just for our members, and will share news very soon. In the meantime, don't hesitate to contact us.*
- Call our **Service Center at 800-445-4483** or open a chat for help with other questions. If we aren't able to provide resolution by phone or chat, we will direct you to visit a nearby branch that is open for drive-up service.

### **Drive-Up Only Branches**

- Bend – East Bend
- Bend – Old Mill

- Burns
- Eugene – Downtown
- Eugene – West 11th
- Eugene – Santa Clara
- Springfield – Gateway
- Springfield – Thurston
- Springfield – Mohawk
- Salem
- Redmond

### Temporarily Closed Branches as of March 18

- Albany
- Bend – West Bend
- Portland – Forest Park
- Redmond – Walmart

We remain committed to the well-being of our members, team members, and greater community. As soon as it is safe to do so, we will reopen our branch lobbies for business as usual. In the meantime, please make use of our self-service banking channels, visit [selco.org/coronavirus](https://selco.org/coronavirus) and our social media channels for updates, and stay well.



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