



March 18, 2020

Subject: Police FCU Branch Operations Update

Dear Police Federal Credit Union Members,

The health and well-being of our members and staff continue to be our top priority. As such, we are regularly monitoring the situation surrounding COVID-19 and the rapidly-developing set of federal and local recommendations and protocols put in place on a daily basis.

To continue best serving our members safely, we are implementing the following procedures, effective tomorrow, Thursday, March 19:

We will have our Drive-Thru Teller Operations (located at the Upper Marlboro, Maryland office) open during their regular business hours and available for all teller transactions.

All ATM machines owned and operated by Police FCU, will be open.

Remaining Police FCU branch locations will be closed to members as of end of business today, Wednesday, March 18, at 6:00 p.m.

We will continue to accept loan applications over the phone and via our Website.

We will continue to complete and disburse loans via our eDocument and eSignature services.

Our Call Center (301-817-1200) will continue to operate during normal business hours.

Our full-service Website, Mobile App and Online Banking capabilities will continue to provide the convenience to manage your money around-the-clock. Please take time to ensure you have access to your accounts with these services today.

We encourage our members to use the e-Services provided by Police FCU, whenever possible.

Police FCU remains fully prepared to handle all of your financial needs. We will continue to communicate with you via email, and our website **Coronavirus Update** [policefcu.com/coronavirus-updates](https://www.policefcu.com/coronavirus-updates) if and as circumstances dictate.

If you have been impacted by COVID-19 and need our financial assistance, please reach out to us at 301-817-1200. Thank you for your continued membership and support.

Please be safe and take care of each other.

Respectfully,

Norman Mann
President/CEO
Police Federal Credit Union