



March 13, 2020

FAITH COMMUNITY UNITED CREDIT UNION MEMBERS,

We are closely following news and updates about the coronavirus (COVID-19). At Faith our priority is the safety and financial well-being of our members and staff. We are committed to helping people deal with challenging situations and that has been the focus of our efforts during this period.

Please do not hesitate to contact us for any reason at this time. We have taken a number of steps to ensure the safety of our members and employees. If you are unable to visit the credit union, there are several ways we can serve you during this time:

You can access your account from home 24/7 via home banking at www.faithcu.com, through the Credit Union mobile app, or by info-line 855-246-3019. You can use your debit card which will give you access to your funds.

You can call 216-271-7111 to make payments or ask questions about your account.

Please know we are here to help. We are very focused on this situation and our safety and financial well-being is our number one priority.

The credit union is open and team members are available to support you. We will continue to closely monitor the situation and update you on any changes to our operations as this situation evolves.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jacqueline Moore", is written over the typed name.

Jacqueline Moore

CEO/President

Serving the County...but focused on you since 1952

3550 East 93rd Street Cleveland, Ohio 44105 • Phone: (216) 271-7111 • Fax (216) 271-7488

www.faithcu.com