



*Built from a strong foundation*

## **Information about the COVID-19 Coronavirus and your Credit Union**

At Capstone FCU, the health and safety of our members and employees are top of mind amid concerns about the spread of the coronavirus disease (COVID-19). We are here to serve you, and we want to share information with you about how we continue to operate safely and effectively. Our thoughts are with anyone affected by the coronavirus.

### **Steps We're Taking**

- We are monitoring information from the Centers for Disease Control and Prevention (CDC), and federal, state and local agencies to help ensure the actions we're taking are in line with the latest CDC recommendations and guidance. We are communicating regularly with our employees to keep them informed and to ensure their safety and that of our members.
- As a precautionary step, we have begun installing hand sanitizer stations in our branch for use by both employees and members, as well as conducting enhanced cleaning as needed.
- We are committed to helping customers experiencing hardships, including from the Coronavirus Disease (COVID-19). If in need of assistance, we encourage members to call us at **949-716-5746** to discuss options available for lending and deposit products.

### **Steps You Can Take**

- **Stay up to date with trustworthy information.** There is a lot of information being shared about the spread of COVID-19, and much of it is not from reliable sources.

Facebook and other social channels are taking action to prevent the spreading of misinformation

<https://about.fb.com/news/2020/01/coronavirus/>

The Centers for Disease Control has created a page where they are posting the most up to date and reliable information at

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

- **Avoid scams.** Unfortunately, some people and companies are taking advantage of the fears surrounding the spread of the virus. Do not let fear cloud your judgment when accessing links from emails and social media.

The FTC has published the following article to protect yourself from scammers. [https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm\\_source=govdelivery](https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines?utm_source=govdelivery)

- **Contact us to learn more about our E-Branch and mobile banking features,** so you can access your account 24/7. Pay bills, transfer money, deposit checks, and monitor your accounts via E-Branch, CFCU Mobile Banking app and the CFCU Remote Deposit app.
- **Locate CO-OP Shared Branches and ATMs** to have nationwide availability to your account to do “branch banking,” even when the branch near you doesn’t belong to Capstone FCU. To locate a shared branch or ATM near you: <https://co-opcreditunions.org/locator/?ref=allco-op.org&sc=1>

Our first priority remains keeping Capstone FCU employees and members safe and well-informed while doing what we can to help minimize potential spread of the coronavirus. If you have any questions or concerns regarding your accounts, please contact the credit union at 800-854-7125.

Sincerely,

Your Capstone FCU team