



February 13, 2020

Ready to Serve You

Our world is currently facing an issue of enormous magnitude. With the growing concerns over the coronavirus disease (COVID-19), I wanted to assure you that we are well positioned to continue serving you. While the impact, thankfully, has been minimal so far in our beloved Central Valley, we are prepared should conditions change.

Focused & Agile

A high-level team comprised from employees across the credit union are meeting regularly to assess the situation. We have been actively monitoring the spread of COVID-19 on the local and national levels. We want to assure you we have already taken several steps to protect you and our employees during this pandemic and have implemented several recognized best practices to ensure your banking needs are covered.

Branch Sanitation & Member Support

Earlier this month we instituted the following preventative measures throughout our organization:

- Ongoing reminders to all employees if they are sick to not come to work
- Shared best practices on hand-washing
- Added additional hand sanitizer to all locations
- Increased the frequency of our already stringent sanitation standards, including implementing additional cleaning procedures in our branches and ATM's
- Eliminated all non-essential business travel

We have also developed several contingency plans to ensure there is no disruption in service to you, and we continue to monitor the situation hourly through the Center for Disease Control (CDC) and locally within the Central Valley.

As champions for your financial health, we recognize this is an uncertain time and therefore can cause added stress to your own money situation. We encourage you to reach out to us if you need advice or assistance.

Here are a few ways we'll be here for you:

Our branches remain open and are ready to serve. However, we recognize many members are concerned about being in public places and therefore want to remind you of the many convenient remote options available to you:

Digital Servicing

- Online Banking www.valleyfirstcu.org
 - If you're not already using Online Banking, signing up is easy by accessing our website www.valleyfirstcu.org
- Mobile Banking www.valleyfirstcu.org
 - If you're not already using Mobile Banking, signing up is easy by downloading the App Valley First Credit Union or accessing the web link.
- Mobile Deposit. Select "Deposit Check" in the Transactions menu in Mobile and Online Banking.

Call Center availability for questions or concerns | (877) 549-4567

- Monday – Friday 8:00am – 6:00pm | Saturday 9:00am – 1:00pm

Valley Line – 24/7 access to your accounts | (800) 266-8328

- Access your accounts to complete transactions such as:
 - Balance Inquiries
 - Transfers
 - Withdrawals
 - History Inquiries
 - Activate New Card
 - Lost Stolen Card

Key Update and Information

We'll continue to stay on top of the latest information and relay any crucial updates to you. In the meantime, we encourage you to follow the [Center for Disease Control website](#) for the latest coronavirus updates. Thank you for your continued loyalty as a Valley First member. In times like these, we are prouder than ever to be a part of a community as supportive and steadfast as what we all share here in the Central Valley. As always, we remain committed to your well-being – financially and beyond. Should you need any assistance during this time, please know the team at Valley First is available for you.

Warm Regards,

Kathryn J. Davis
President & CEO