



March 20, 2020

## COVID-19 Update

### Account Access & Services

- ✚ The Alliance Branch office has been temporarily closed effective 03/19/2020.
- ✚ The Hartville Branch office lobby has been temporarily closed effective 03/19/2020.
- ✚ The Hartville drive thru is open normal hours and can serve all of your banking needs.
- ✚ LCFCU@Home & our Mobile App will continue to be available 24/7 from anywhere. If you have not downloaded the App we urge you to do today.
- ✚ Debit Cards & Credit Cards will continue to function as normal.
- ✚ ATM's will continue to function as normal.
- ✚ 24 Hour Teller Line continues to function as normal.
- ✚ Lending Operations are open and we are ready to lend.
- ✚ Direct deposit continues without interruption.

### Avoid Scams

- ✚ Don't click on links from sources you don't know. They could download viruses onto your computer or device.
- ✚ Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying they have information about the virus. For the most up-to-date

information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

- ✦ Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease 2019 (COVID-19) — online or in stores.
- ✦ Do your homework when it comes to donations, whether through charities or crowdfunding sites. Don't let anyone rush you into making a donation. If someone wants donations in cash, by gift card, or by wiring money, don't do it.

## Emergency Services for our Members

For our current members who have been financially impacted by the COVID-19 outbreak we will offer:

- ✦ **Low-cost member relief loans**, modifications to existing loans, skip payments on credit card payments, and of course financial counseling.
- ✦ **Loan Modifications** on existing loans.
- ✦ **Hardship Skip Payments** on VISA Credit Card and current loans
- ✦ **Mortgage Loans** serviced by myCUMortgage – Offering a Hardship Relief Option up to three months. Contact myCUMortgage at [membercare@mycumortgage.com](mailto:membercare@mycumortgage.com) or 877.912.8006

During these unprecedented times please know that we are here for you. You can contact us by phone 330 877-4370 ext. 65, email [info@lakecomfcu.org](mailto:info@lakecomfcu.org), or a secure message through LCFCU@Home or the Mobile App

***We work for you.***