

Business procedures during the COVID-19 Pandemic.

Lobby hours are Monday through Friday 9am-4:30pm.

Please note; at any time if it is deemed necessary, the credit union will close the lobby with regards to updates on COVID-19 requirements.

Using the NYS guidelines “Reopening New York” New York; we ask that ALL members follow our guidelines.

ENCOMPASS NIAGARA FCU LOBBY PROCEDURES

- The lobby is limited to a maximum of 5 members at one time.
- Members are required to wear a mask before entering the building.
- Members are required to follow all social distancing guides.
- Members will be asked to provide positive identification.
 - Temporarily remove mask and any hats, sunglasses or hoods.
 - Provide proper identification if necessary.

Appointments for the following services are encouraged and recommended to ensure minimal wait time and ensure service:

- Sign loan documents;
- Open a new account;
- Utilize notary services;
- Request new services.

We ask members to utilize our electronic banking services whenever possible to minimize the risk of COVID-19.

- Online Banking to manage your accounts, transfer funds, pay your credit union loans with your accounts.
- New Mobile Deposit feature on Home Banking. More information on the website.
- Use your Debit Card whenever possible to pay for items rather than using cash. Your checking account offers **UNLIMITED TRANSACTIONS FREE** for you to use!
- Surcharge-free Allpoint ATMs that offer an easy way to get cash at over 3,500 locations in WNY. A complete list of Allpoint ATMs in WNY and elsewhere can be found on our website and www.allpointnetwork.com/locator

If you have been experiencing difficulties with any of your accounts due to the COVID-19 Pandemic, you can contact our office Monday-Friday by phone at (716) 236-7678, or send us an email explaining your situation and we will contact you as soon as possible.

With Regards,
Encompass Niagara FCU Staff and Board of Directors