

Starting May 17, 2021- Face Mask Update

The CDC has recommended that face coverings are no longer required for individuals that are fully vaccinated. New York State has also lifted the mandate of facial coverings for vaccinated individuals. **Therefore, Encompass Niagara FCU will continue to require face coverings for non-vaccinated individuals and encourage social distancing when coming into our credit union.** We will continue to seek guidance from New York State to ensure the safety of our employees, members, and guests of Encompass Niagara FCU. We will provide updates to our membership as policies change. Please note that we will not police our members. We just ask for your honesty and cooperation. If you are not vaccinated, please continue to wear your face mask for the protection of yourself and others around you. Thank you for your patience and understanding as we migrate through this pandemic together.

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 10 members at one time.
- Members are required to follow all social distancing guides.

Members are encouraged to make appointments for the following services:

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

We encourage the use of our online services for members that do not feel comfortable with the mask changes or refuse to wear a mask if not vaccinated. Our online services include:

- Online Banking to manage your accounts, transfer funds, pay your credit union loans with your accounts.
- Use your Debit Card whenever possible to pay for items rather than using cash.
- 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

With Regards,
Encompass Niagara FCU Staff and Board of Directors