

Starting December 13, 2021- Face Mask Update

On December 10, 2021, the New York Governor Kathy Hochul imposed a statewide mask mandate to be effective Monday, December 13, 2021. **Therefore, Encompass Niagara FCU will have to require face coverings for all individuals and continue to require 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 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 wear face masks.
- Members are required to follow all social distancing guides.
- Members are required to use hand sanitizer and follow security procedures.

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. Our online services include:

- Online Banking to manage your accounts, transfer funds, pay your credit union loans with your accounts.
- Online Mobile Deposit.
- 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

NEW SERVICE! Starting December 13, 2021

The new DRIVE UP is open during regular business hours Monday-Friday 9:00-4:30.

With Regards,
Encompass Niagara FCU Staff and Board of Directors