



Maine Highlands

FEDERAL CREDIT UNION

Personal Service. Shared Value.

mhfcu.com · 888-806-6920

To Our Maine Highlands FCU Community:

Maine Highlands FCU understands that these are difficult times for everyone. Our employees continue to work diligently to deliver financial services to our members. We ask that you be **patient and kind** now that we have gone to “drive-up” only service. Employees are here for the distinct purpose of taking care of you, the member. Because of their dedication, the Credit Union continues to meet our members’ immediate financial needs.

Here are a few things that our members need to know:

1. The Credit Union will not be allowing anyone to come into our offices out of concern for our employees.
2. Please refer to our [COVID 19 fraud page](#) for specific information on how to avoid pandemic-related scams.
3. If you already have a scheduled appointment, please call before coming in. We are diligently working to provide services through alternative methods.
4. Maine Highlands FCU continues to follow the advice of the Maine CDC.
5. Members can reach us by telephone. Please see [contact information listed on the website](#).
6. We now have emergency loans available for any member who may be experiencing financial difficulties at this time. Loan applications can be taken over the telephone and signatures can be collected remotely.
7. We are also offering loan payment extensions for consumer loans and forbearance on mortgage loans payments. Please contact us by telephone if you would like more information.
8. Maine Highlands FCU is financially strong, fully insured, and well prepared to operate under these unique circumstances. Your money is safe and secure, and you will continue to have reliable access to your accounts.
9. Lastly, please continue to monitor our [website](#). This is where you will find the most up-to-date information.

Be safe,

Rhonda Taylor
President/CEO