



Maine Highlands

FEDERAL CREDIT UNION

Personal Service. Shared Value.

mhfcu.com · 888-806-6920

August 14, 2020

To Our Maine Highlands FCU Community:

Due to the recent COVID 19 outbreak in Dover-Foxcroft, Maine Highlands FCU has once again closed its lobbies to member traffic. Although traffic was limited to “appointment only”, we are currently not allowing this either. If it is ABSOLUTELY necessary for any member to come into an office, there is strict protocol that **must be** followed for the protection of our employees. You will be asked to wear a face covering when in the building and physical distancing must be maintained. The employee with whom you have an appointment will provide specific instructions regarding entrance to our buildings when setting up the appointment. This will be offered in only the most extreme case.

We have been able to service our members throughout the pandemic by utilizing every remote option available, including new account opening and loan applications online, internet and mobile banking, ATMs, night deposits, drive-up windows, and even via telephone and US postal service. Employees also bring our services to you curbside when they are needed. We are now asking that you please have a mask readily available to put on if an employee needs to approach you in your vehicle. If you do not have one, an employee will hand one to you. Management’s concern needs to be for the safety of our employees first and foremost.

What I am asking all members to understand is that it could take just one employee testing positive, or exposure from a member who has tested positive for COVID 19 to close an office for at least two days, until a thorough cleaning could be done. Then it would be necessary for management to move employees from another office to the affected office for coverage since all employees that may have been exposed may need to quarantine for 14 days. I know this is not what any of you, as members, want to happen, but it is what management needs to be prepared for in case of such an exposure. By asking members to continue to use remote services as much as possible, we hope to avoid such a situation.

Maine Highlands FCU understands that these are difficult times for everyone. Our employees continue to work diligently to deliver quality financial services to our members. Employees are here each and every day for the distinct purpose of taking care of you, the member. Because of their dedication, the Credit Union continues to meet our members’ financial needs. Please remember to always be **patient and kind** to one another as we travel this road together.

Be safe,
Rhonda Taylor
President/CEO