



Maine Highlands

FEDERAL CREDIT UNION

Personal Service. Shared Value.

mhfcu.com · 888-806-6920

September 18, 2020

To Our Maine Highlands FCU Community:

On October 1, Maine Highlands FCU will be opening its **lobbies** at all office locations. We will be following all State of Maine Executive Orders and CDC guidelines in doing so. This means, depending on the space available in each office lobby, only a limited number of members will be allowed inside at a time. Physical distancing of at least 6 feet will be observed. Members will be asked to wear face coverings when coming into our buildings. Appointments will still be necessary for any “in person” lending needs or other financial services.

Throughout the pandemic, Maine Highlands FCU has encouraged our members to utilize the many remote options that are available to you. This includes opening new accounts and loan applications online, internet and mobile banking, remote deposit capture, ATMs, night deposits, drive-up windows and telephone. As our lobbies open, we still encourage you to choose these options first. Lobby service will not be what it was in the past. We can no longer have lines of people crowded into our lobbies. Physical distancing will not allow for this.

We also ask that if you are feeling ill, please do not come into our buildings. If any office is exposed to a positive case of COVID 19, it will need to be closed immediately. It would be at least two to three days before we could reopen, knowing that a thorough cleaning would need to be done. We may also need to move employees from another office to the affected office for coverage since all employees exposed may be required to quarantine for 14 days. I know that this is not what any of us want, but it is what management needs to prepare for in case of such an exposure.

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.

Rhonda Taylor, CCUE
President/CEO