



Maine Highlands

FEDERAL CREDIT UNION

Personal Service. Shared Value.

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November 16, 2020

To Our Maine Highlands FCU Community:

On November 2, Maine Highlands FCU again closed its **lobbies** at all office locations. With COVID 19 cases on the rise across the state, including the immediate area of all offices, it is imperative that we continue to limit exposure for our employees, as well as members.

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. These options continue to provide the services needed, while protecting our employees.

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.

As the holiday season approaches, Maine Highlands FCU wishes our members good health.

Be safe,

Rhonda Taylor, CCUE
President/CEO