



**Maine Highlands**

FEDERAL CREDIT UNION

Personal Service. Shared Value.

mhfcu.com · 888-806-6920

March 15, 2021

To Our Maine Highlands FCU Community:

As the State gradually begins to open up, Maine Highlands FCU will also be a part of the opening process. Beginning on Monday, April 5, our lobbies at all offices will reopen. We will continue to follow all State of Maine CDC guidelines. 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. Face masks will be required for any member coming into our lobbies. If you do not want to wear a mask, then please continue to use our drive-up services. We also ask that if you are feeling ill, then please do not come into our buildings.

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, drive-up windows and telephone. Also, our night deposits are being monitored throughout the day. This means that if you have only a deposit that requires no cash back, there is no reason to wait in line for the drive-up window. You can simply drop it into the night deposit slot and we can email a receipt to you (if we have a current email on file).

Maine Highlands FCU understands that this last year has been difficult 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. It is because of their dedication that Maine Highlands FCU has continued to provide exceptional service over the course of the pandemic. Please remember to always be **patient and kind** to one another. There is an end in sight if we all just work together to reach the finish line.

Be Safe,

Rhonda Taylor, CCUE  
President/CEO