



Coronavirus: Staying Safe

Community 1st Credit Union considers the health and welfare of our members and staff a high priority. We are closely monitoring the outbreak of COVID-19 in our state, and are committed to keeping you informed on the actions we are taking to prevent the spread of Coronavirus.

We are following guidelines laid out by the [Centers for Disease Control \(CDC\)](#) and the [Washington State Department of Health \(DOH\)](#) to respond to this potential threat. Some of the immediate precautions we are taking includes sanitizing all common and back office areas. We are providing hand sanitizer for staff as well as members and disinfecting door knobs and counters several times a day. Our employees have been instructed to follow CDC recommendations to prevent the spread of disease.

This event does not impact the safety of your deposits. Your money is secure with Community 1st and, as always, is insured by the NCUA to the applicable legal limit. If you feel more comfortable banking from home, there are many ways for you to access your accounts:

- Online Banking at www.myc1cu.com
- Mobile Banking (search for MYC1CU by Fiserv Solutions Inc in your app store)
- Remote Deposit Capture
- Automated telephone banking (Expressline) for transfers and more (800-247-7328)
- Find a surcharge-free ATM through our website or <https://co-opcreditunions.org/locator/>

Now is the time to sign up for direct deposit and our online and mobile services.

Please note, our phone system may experience extremely heavy volumes during this time, and wait times may be extensive. You may send an email to info@myc1cu.com with requests for a callback. For account information, please use Online or Mobile Banking or our Automated phone system (Expressline). Using these options will help with our phone volume and wait times. We appreciate your patience and understanding.

Amid the vast amount of information about Covid-19, we encourage you to be mindful of where you get your information. By referencing reliable sources such as the CDC and Washington DOH, we will all be prepared and well informed.

In response to state government recommendations and executive orders to limit the size of gatherings, the Board of Directors has chosen to delay the Annual Membership Meeting. We will give you ample notice of the new date for the Member Meeting as this situation continues to develop.

Please follow [CDC recommendations](#) to prevent the spread of this and other viruses. It is best practice to wash hands regularly and limit contact with others if you are not feeling well.

Thank you for your continued membership and trust. We are in this together. Stay healthy. If you would like to speak with a Community 1st representative, please call 1-800-247-7328 or send a secure message via online banking.